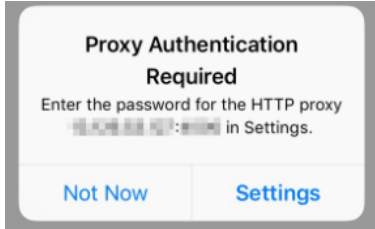


FAQ

Frequently Ask Questions about Technology

My iPad is cracked/broken upon repair. How do I get a new one?	Students/Parents must submit a ticket by calling TAC (972-925-5630) to report. TAC will then say you need to pick up a chrome book at the administrative office at 9400 N Central Expy, Dallas, TX 75231
Do you need Wi-fi?	https://records.dallasisd.org/Forms/HotSpotRequestLaserfiche
My data doesn't work.	Data resets each month on the 29th. Power device off and back on. Turn off wifi Turn off bluetooth Make sure cellular data is ON (Settings-Cellular data-on (green))
My wifi doesn't work.	Do you have a chromebook or iPad? <ol style="list-style-type: none">1. Power device off and back on2. (check for connection) if no.. proceed3. Go to settings – Wifi4. Turn the Wifi setting off and then turn it back on again.5. Select the desired network and try again.6. Make sure your home wifi password is typed in correctly
I have a SIM PIN notification	<ol style="list-style-type: none">1. Type in 1111 enter2. Then type in 1111 again.3. Next, go to Cellular Data (in your settings) and turn SIM

	to the off mode.
I have a PUK request	Students/Parents must submit a ticket by calling TAC (972-925-5630) to report. DO NOT TYPE ANYTHING IN
My device says CONNECT TO ITUNES	Students/Parents must submit a ticket by calling TAC (972-925-5630) to report.
My password doesn't work	<p>Call TAC 972-925-5630 follow the prompts to speak with a representative to change the password to Disd@2020</p> <ol style="list-style-type: none"> 1. On your ipad go to password.Dallasisd.org 2. Username: lunch ID Password: Disd@2020 3. Select change password <p>Here's a document for step-by-step instructions</p>
Forgotten EAD passwords (Unable to log into Google)	<ol style="list-style-type: none"> 1. Try using one of these passwords: Disd@2020 Medrano@#### Eagles@#### (#### is your birthday) 2. If unsuccessful call TAC 972-925-5630 follow the prompts to speak with a representative to change the password to Disd@2020 3. On your ipad go to password.Dallasisd.org 4. Username: lunch ID Password: Disd@2020 5. Select change password 6. Enter Current Password: Disd@2020 New Password: Purple@#### Confirm New Password: Purple@#### **Again, use your 4 digit birthday for the ####s

How do I log into Google Classroom?	<p>Student Self Service or Clever Download app onto iPad. Login using ID#@dallasisd.org and then your password.</p> <p>How to log into google for Medrano</p>
How do I find my email?	Medrano's Help Page
I need a hotspot at my house	<p>If you have a device, but need a hotspot:</p> <p>https://records.dallasisd.org/Forms/HotSpotRequestLaserfiche</p>
I need a device. I have no technology.	<p>Report to your campus on Tuesday or Thursday between 10am-1pm. Try to call school first to verify time for pick up.</p>
<p>I am getting a Proxy error message.</p> 	<p>Press Cancel or Not Now (you may have to do this continuously) Turn device off/on if it continues more than 15 times</p>
I can't access my assignments from Google classroom	<ol style="list-style-type: none"> 1. Double click home button 2. Swipe up on the Safari page 3. Go to settings 4. Scroll to and select Safari App 5. Scroll to and select Clear History and Website Data 6. Hit Home button 7. Go to Safari 8. Hit the web address 9. Select "G" Google 10. In the upper right corner choose "sign-in" 11. Email: ID#@dallasisd.org Password: Use your regular school password
	<ol style="list-style-type: none"> 1. Double click home button 2. Swipe up on the Safari page 3. Go to settings

Issues with Safari webpage opening	<ol style="list-style-type: none"> 4. Scroll to and select Safari App 5. Scroll to and select Clear History and Website Data 6. Select Clear 7. Power device off and back on
iPad screen rotation	<ol style="list-style-type: none"> 1. Open Settings 2. Select General 3. Near the bottom of the right side of the screen you will see the following: Use Side Switch to: 4. Tap Lock Rotation <p>You'll now be able to control your screen orientation easily from the side switch.</p>
I have an iPad but I can't find it.	<p>You need to seriously look for your device!!!!!!</p> <p>Use a cell phone or another device to log into google classroom</p>
My iPad is slow/An app is not working	<p>Clear the cache:</p> <ol style="list-style-type: none"> 1. Double click home button 2. X out of all the open apps <p>Clear the tabs:</p> <ol style="list-style-type: none"> 1. Open Safari 2. X out of all the tabs at the top <ol style="list-style-type: none"> a. Same with Google Chrome
My iPad is just not working well	<p>Hard Reset or Powercycle Device:</p> <ol style="list-style-type: none"> 1. Hold down the home button and power button at the same time 2. keep holding when the device turns off 3. when a white apple icon appears, THEN let go of both buttons.

<p>App will not work with camera</p>	<p>If you mistakenly said “No” when you initially opened an app and it asked to connect the camera then you won't be able to access the camera until you adjust the privacy settings.</p> <ol style="list-style-type: none"> 1. Open Settings 2. Select Privacy 3. Select Photos – A list of apps that interact with the camera will begin to populate the screen. 4. Locate the troublesome app and toggle the on/off switch to ON.
<p>I lost my charger</p>	<p>Buy a new one. It doesn't have to be an apple charger, but it has to charge an iPad (2.4 Amps or 12 watts).</p> <p>You must turn this charger in at the end of the year.</p>
<p>App crashes as soon as it is opened./App does not respond to input</p>	<p>App seems sluggish and doesn't respond to commands.</p> <ol style="list-style-type: none"> 1. Double click the home button. 2. Locate the troublesome app. 3. Swipe up to close the app. 4. Double click the home button and re-open the app. <p>If that doesn't work your app may have an update. To check for updates:</p> <ol style="list-style-type: none"> 1. Settings 2. General 3. Software Update: (if no red number, there is no new update) <p>Other times apps crash because they somehow got corrupted. Then, the best fix is to delete the</p>

	<p>app from the iPad and reinstall it from the app store. To delete apps and then reinstall them:</p> <ol style="list-style-type: none"> 1. Locate the app on the iPad 2. Touch the app until all apps begin to wiggle. 3. Tap the X icon in the upper left corner of the screen and confirm the delete. 4. Open self-service. 5. Select the app you previously deleted and tap the cloud download icon.
Restarting Your iPad	<p>If none of the above fixes resolves your issues, resetting the iPad usually helps. To reset your iPad:</p> <ol style="list-style-type: none"> 1. Begin by pressing the wake/sleep (on/off) and home buttons at the same time for about 10-15 seconds. The wake/sleep button is the one on the top right corner of the iPad. The home button is the round one at the bottom center of the iPad's front. 2. Continue to hold these buttons until one of two things happen: either the screen will flash and go dark, or a red slider will appear at the top of the screen. 3. If the slider appears, you can slide it to the right to turn off the iPad (or tap the cancel button if you change your mind) 4. When the iPad's screen goes dark, the iPad is off 5. Restart the iPad by holding down the wake/sleep button until the Apple icon appears. Let go of the buttons and the iPad reset will be complete. <p>Resetting the iPad shouldn't normally cause you to lose any data or settings.</p>