PreK-2 Technology FAQ

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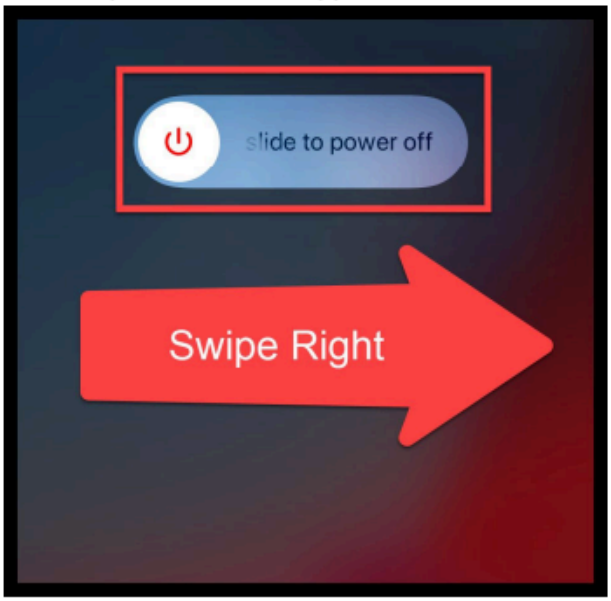
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How to Turn Off the iPad

1. Hold down the Power button at the top right corner of the iPad for three seconds.

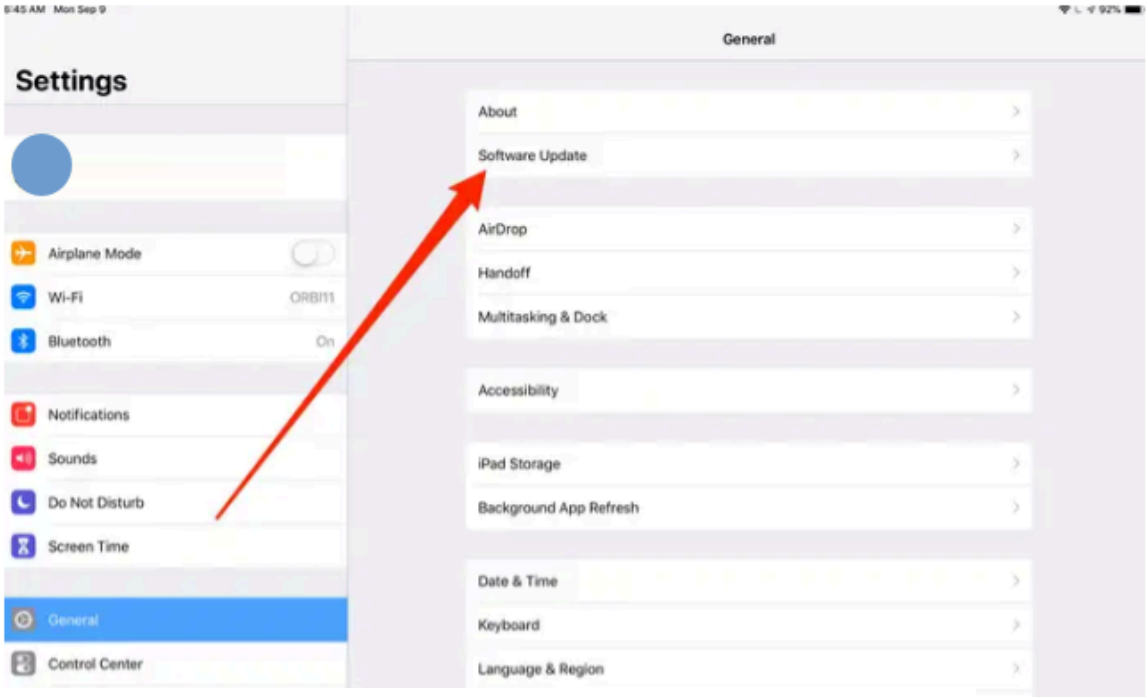
2. Slide the red power icon that appears on the screen to the right.



How to Update iPad

1. Start the Settings app.

2. Tap "General," and then tap "Software Update."



3. If there's an update available, tap "Download and Install."

After the download is complete, tap "Install."



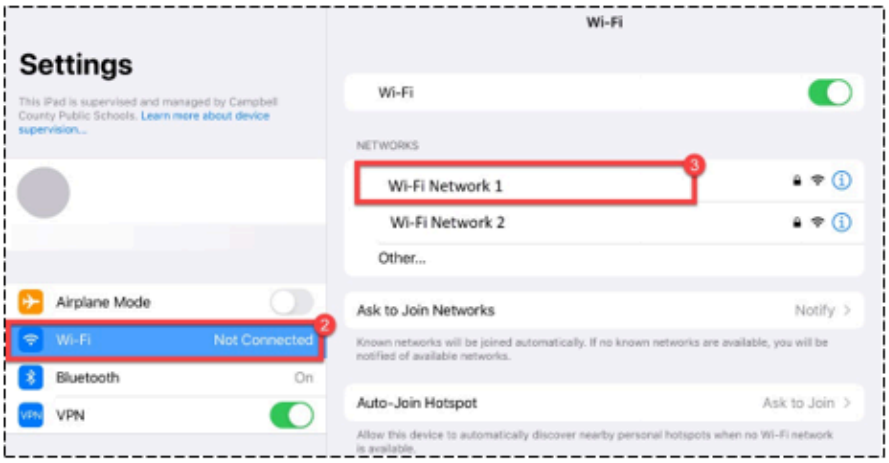
How to Connect to Wifi

Follow the directions below to connect your iPad to a wireless network. The step number corresponds to the number in the image. *Please note that this does not need to be done in a CCPS building as the iPad will connect automatically to the CCPS network.

1. From the iPad home screen, find and click on the Settings icon.



2. Find **Wi-Fi** on the left-hand side. It should read "Not Connected" if you are not connected to the internet. Click to open the Wi-Fi settings.
3. In the Wi-Fi settings, find the wireless network you wish to connectto and click it.



4. A window will open. Type the password for the wireless network.
5. Click **Join**.



6. You should now be connected to the wireless network. A check should appear next to the network's name.



How to Access Wifi in School Parking Lots

Available Internet Access Locations:

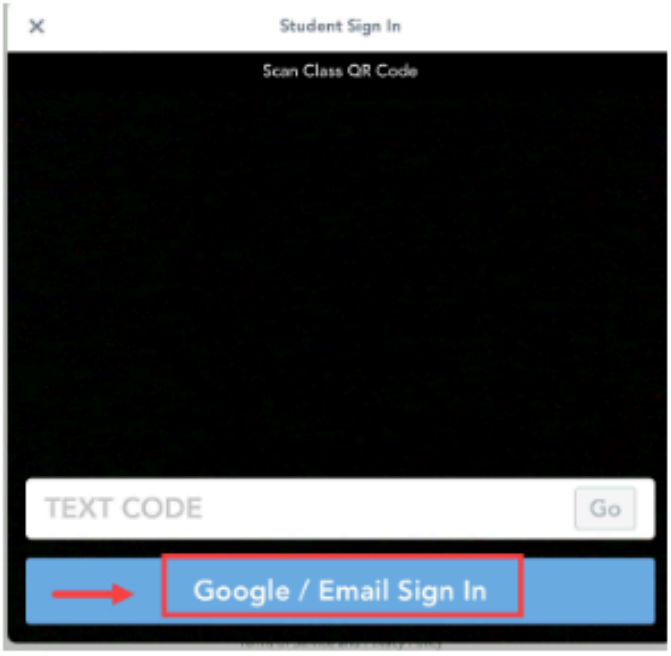
- Front parking lot of Altavista Combined School
- Front parking lot of Brookville High School
- Front parking lot of Rustburg High School
- Front parking lot of William Campbell Combined School
- Front parking lot of Campbell County Technical Center
- Campbell County Public Libraries

Parents should contact their child's school if other arrangements need to be made to facilitate instruction.

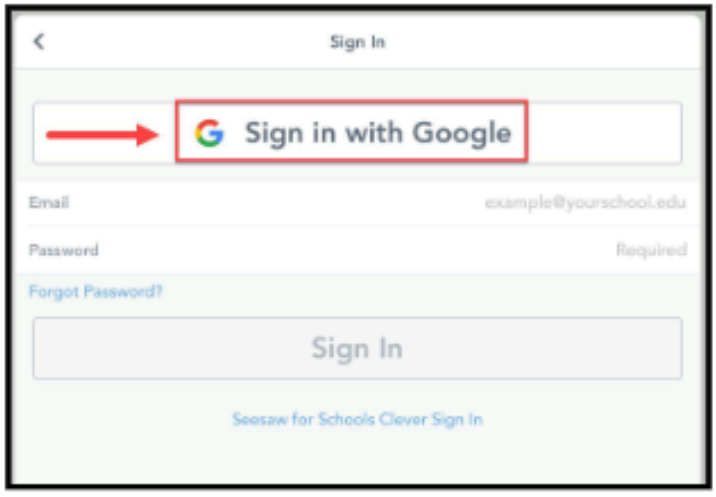
How to Sign into Seesaw

1. Open the SeeSaw app on the iPad.

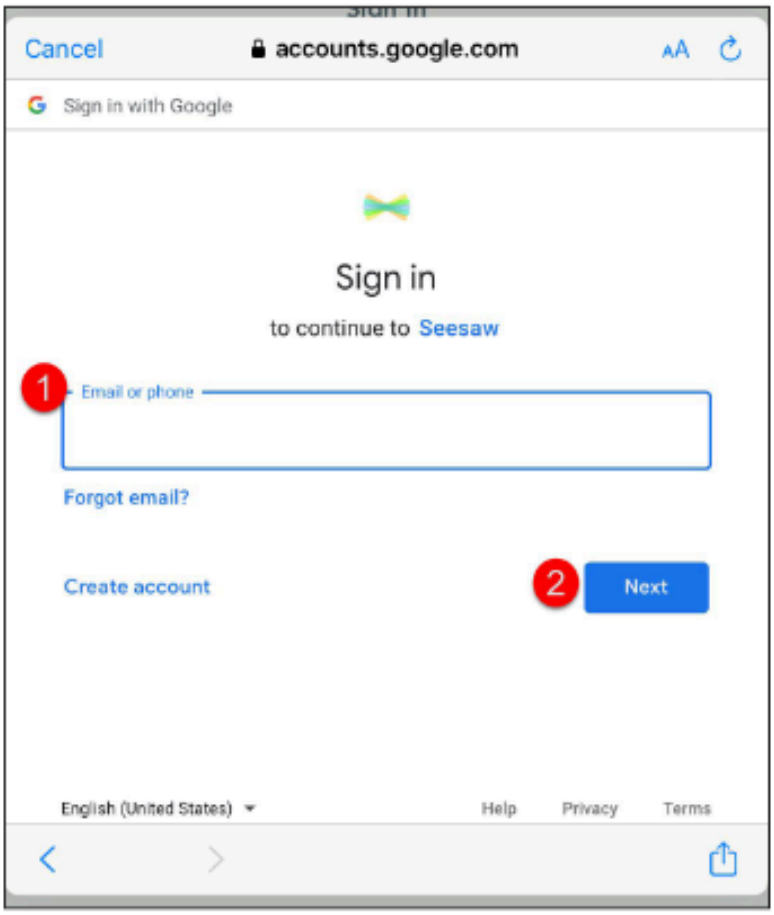
2. Click on the blue button that says "Google/Email Sign In"



3. Click on the "Sign in with Google" button at the top. Then click on the "Continue" option from the pop-up box that will say "Seesaw wants to use google.com to sign in."

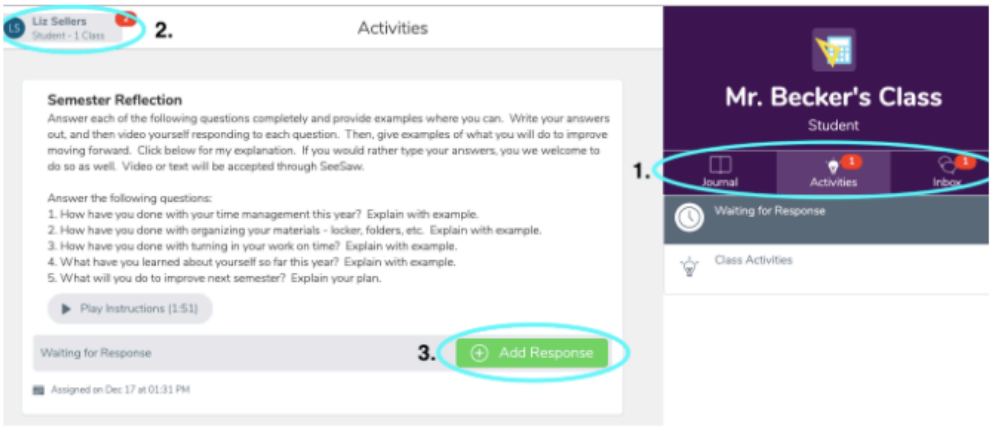


4. Enter your student's full Campbell County issued email address into the field and click the blue Next button to enter his/her Campbell County issued password.



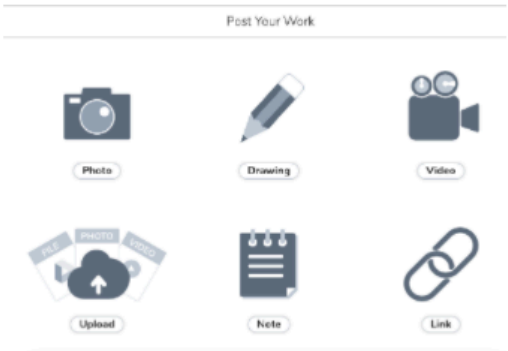
How to Use Seesaw

- **Navigating the Homepage:** When students log in, they will see their homepage. If there is an activity currently waiting for their response, they will see it when they log in. If not, they will see their Seesaw journal.

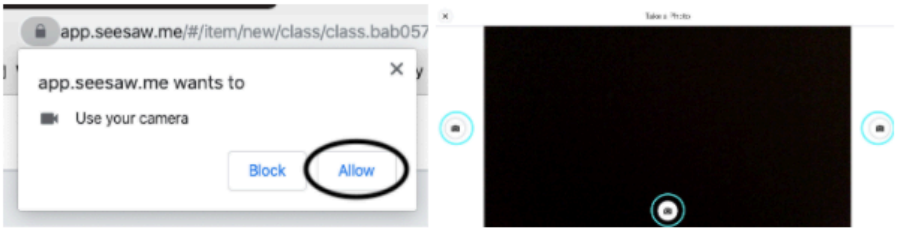


  - **1. Journal / Activities / Inbox Tabs:** Students can use these tabs to navigate to each of Seesaw's features.
    - *Journal:* See everything they have posted in Seesaw.
    - *Activities:* Complete activities that have been assigned.
    - *Inbox:* View announcements from you and notifications.
  - **2. Switch Class:** If students are in more than one Seesaw class, they can click their name to navigate to another class they are in.
  - **3. Add Response:** Students click here to respond to an assigned activity.

- **Adding to Journal:** If students are not responding to a specific activity, they add a new post to Seesaw by going to "**Journal**" and clicking the **green plus "Add" button**. They will then see a variety of creative tools.

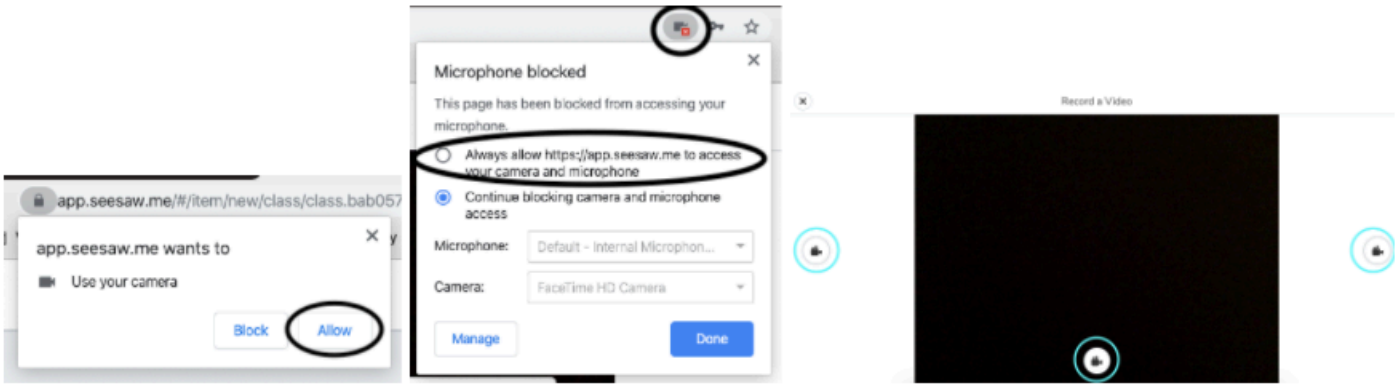


  - **Photo:** Take a photo. Students can then add drawing, text, etc. to the photo. They will then click any of the camera icons to take a photo.
    - Students may have to "**Allow**" the camera.



  - **Drawing:** Start with a blank page. Students can add drawing, text, etc. *(See "Use the Drawing Tools" below for more information).*

- **Video:** Take a video. They will then click any of the video icons to start.
  - Students may have to "**Allow**" the camera/microphone.
  - If they accidentally block it, they can click the blocked icon in the top right corner and change the setting to "**Always allow**."



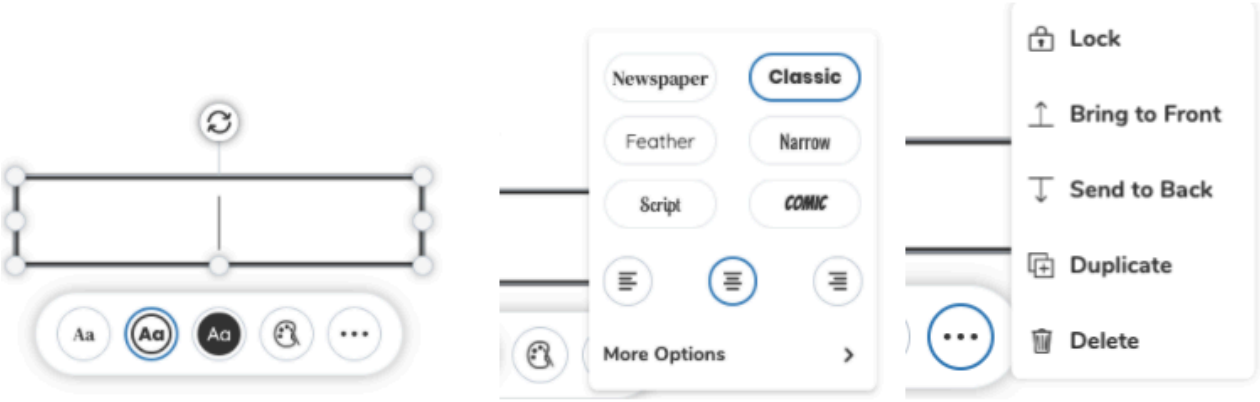
  - **Upload:** Upload something from Google Drive or the device. This is great for uploading Google Docs, Slides, etc. or photos or videos that have been taken previously.
  - **Note:** Type a note on a page that looks like notebook paper.
  - **Link:** Link to a website or page.

- **<u>Using the Drawing Tools:</u>** When students create a drawing or take a photo, they will then have access to a variety of tools.

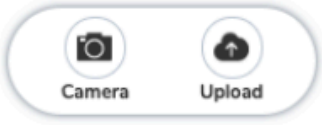


  - **1. Drawing Tools:** Pencil, pen, marker, sparkly marker, eraser.
  - **2. Color Slider:** Slide up and down to change color.
  - **3. Text Tool:** Add or edit text boxes. Use the tools below the text box to edit the text. Click and drag the text box to move or resize it.
    - *<u>Aa Tools:</u>* Change the style.
    - *<u>Art Palette:</u>* Change the font and pacing.

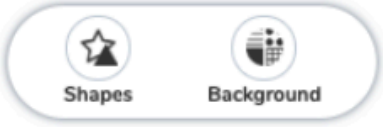
- *3 Dots:* Duplicate, send to front or back, or delete.



- **4. Voice Recording Tool:** Record your voice and/or your work on the page. This records both audio and anything done on the drawing, so students can explain their thinking while pointing, drawing arrows, underlining, adding text, moving icons, etc.
- **5. Camera Tool:** Take photos or upload images to add to the drawing.



- **6. More (3 Dots) Tool:** Add shapes or a background to the drawing.

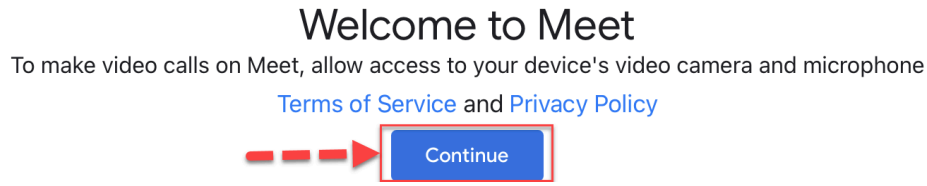


How to Join a Google Meet

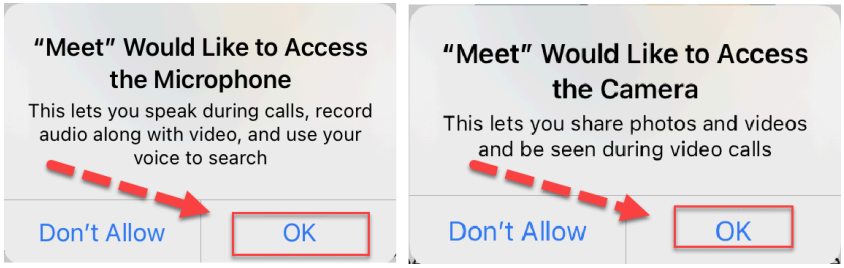
You may need to use Google Meet to join a virtual meeting with your teacher. After trying the directions below, if you still have issues, please contact your teacher first for support.

1. Find & click on the link for the Google Meet from your teacher. meet.google.com/xxx-xxxx-xxx

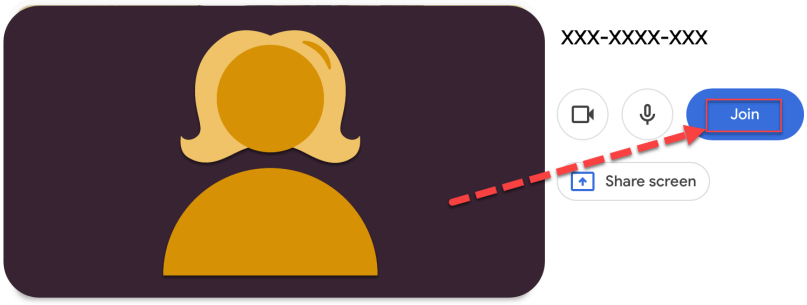
2. If you never used Google Meet, you will need to accept the TOS first. Click *Continue.*



3. If you never used Google Meet, you will need to allow Meet to access the microphone and camera. Click *OK.*



4. Click the icon to turn on/off your camera. Click the icon to turn on/off your microphone. Click *Join* to enter the meeting.

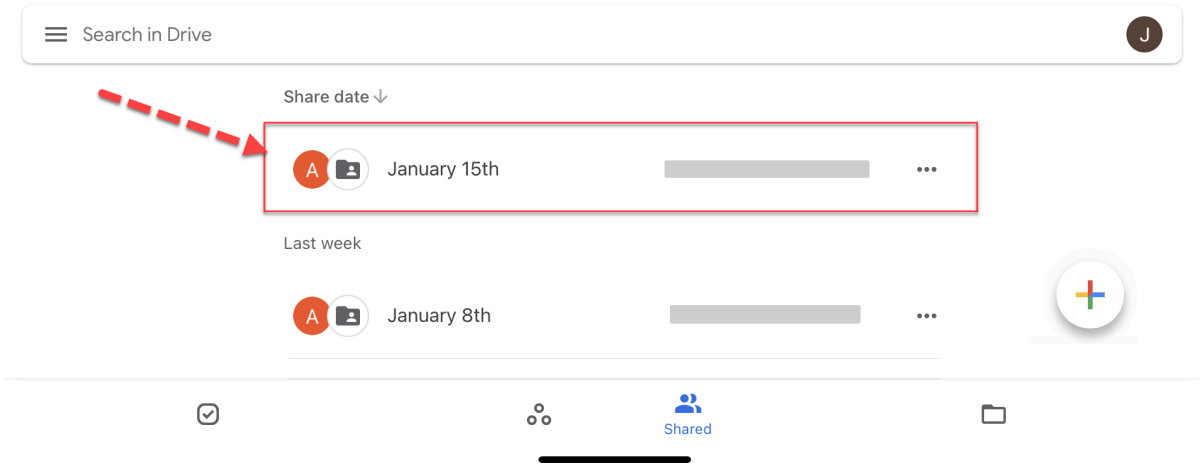


5. You should now be in the meeting. To leave the meeting, click the icon.

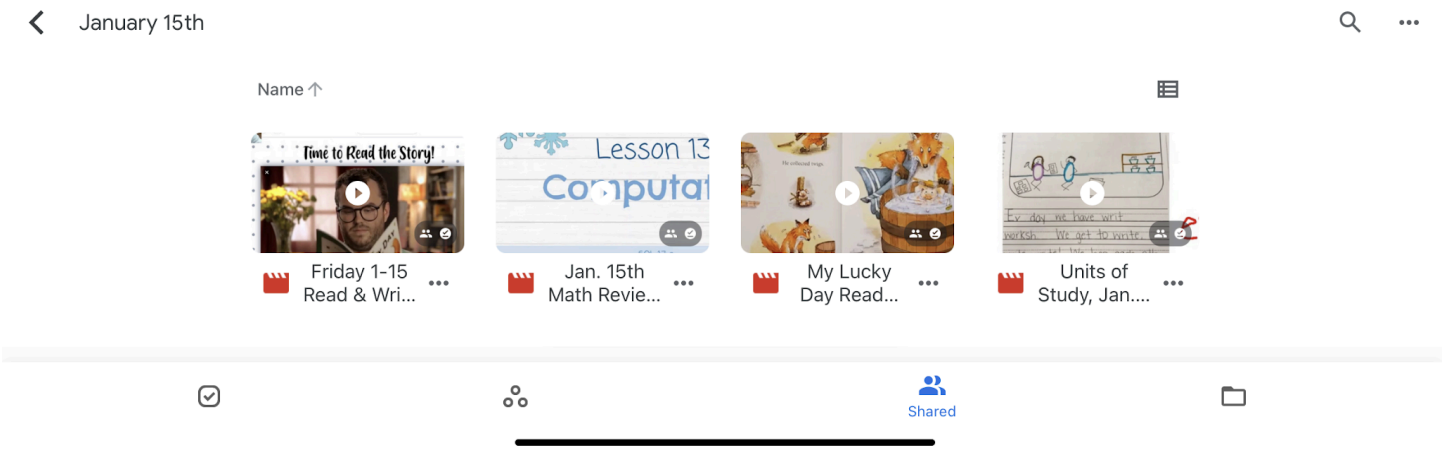
How to Access Content Offline

Your teacher will need to download the content to your device while you are at school.

1. Open Google Drive on your CCPS iPad.
2. Click the icon at the bottom.
3. Find & open the folder for the correct date.



4. Click to open & watch the shared content. There should be a icon on top of the media indicating it is available offline.



5.

How to Install an App from the App Portal

Please follow the steps below install an app on an CCPS iPad.

1. Find and open App Portal on the iPad.

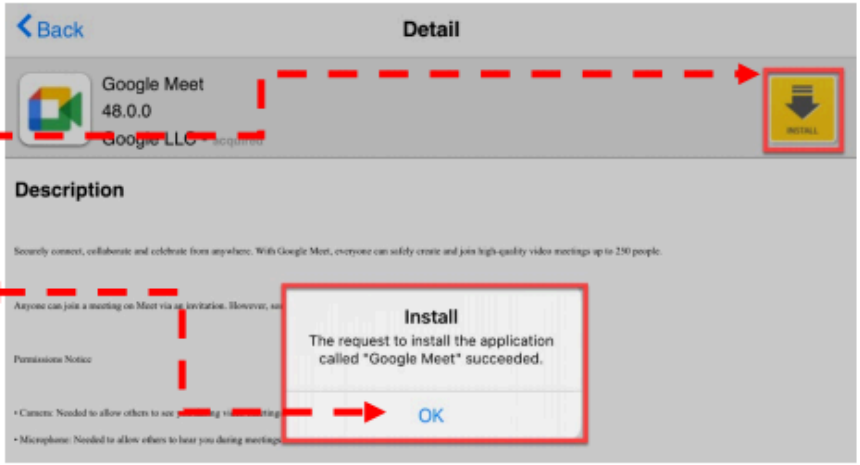


2. Either use the search bar or scroll to find the app you want to install. In this example, we are installing Google Meet.

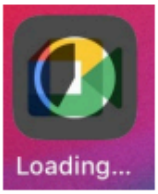


3. On the App Details screen, click the Install button in the top right.

4. A pop-up should appear stating that the request to install succeeded. Click *OK*.



5. Return to the Home Screen and after a moment (this will depend on your internet connection), the app should begin to install. Wait for the app to fully install before opening.



How to Contact Your Teacher for Support

Option 1:

Email your teacher.

1. Open the Gmail app.
2. In the bottom right, tap Compose.
3. In the "To" field, add recipients. If you want, you can also add recipients in the "Cc" and "Bcc" fields.
4. Add a subject.
5. Write your message.
6. At the top of the page, tap Send.

How to Contact CCPS Technology Department for Technical Support



When do you contact CCPS Help Desk?

- Click on the yellow Happy Face icon on your iPad.
- Available Monday - Friday from 8:00am -12:00pm & 12:30pm-3:30pm.
- Contact the Help Desk to request assistance with laptop problems, connectivity issues, and software issues

What information do you need to share?

- Write a detailed explanation of your issue.
- If possible, take a picture or screenshot of the issue or error message.
- Include your cell phone number for text and/or voice needs to assist the Help Desk staff with resolution of issues.
- If a chat has started with Help Desk staff, please do not leave the iPad. The Help Desk may need to ask questions that require your response to resolve the issue.
- Please be patient.

How will the CCPS Help Desk respond?

- You will receive a confirmation email that a Work Order has been created for your request.
- While CCPS Technology staff is working hard to satisfy all requests as soon as possible, a response may be delayed by 24 hours.
- Help Desk staff assigned to your work order will contact you by email or phone to resolve your issue.