

iPad Support and Critical Update Guide

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Critical Updates

Issue & date	Solution
Visit the District Website for helpful info about summer iPad use.	

My iPad is Physically Damaged

If your iPad is damaged, complete the Tech Help Form by clicking on the link in the adjacent box.	• https://www.district196.org/techhelp • Make sure to include all information requested. • You will be contacted by email with the next steps to take.
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My iPad isn't working

All of a sudden my iPad will no longer power on	While the iPad is plugged and charging, do a hard restart on your iPad. (Hold down the power and home buttons until the Apple logo appears.)
First steps if your iPad isn't working (<i>an app isn't working as it should, you're getting dropped from Zoom, can't join Zoom</i>):	These are always the first things to check when your iPad isn't working properly: Update OS regularly (current OS is 15.6.1) • Open Setting - General - Software Update • Select Download and Install if available • Select Install to Complete Reinstall Apps in Self-Service • Open Self Service and reinstall apps downloaded on your iPad to update • Remember you may have to reinstall to update more than once per OS update Do you have space available on your iPad? • To Check go to Settings >> General >> About >> Available >> Check the # • If you have less than 10GB of "available space" <i>you need to delete:</i> ○ ALL personal photos/videos along ○ with photos/videos from previous coursework (Remember you need to delete a "second" time from Recently Deleted in Photos.) ○ ALL apps not needed for current courses ○ After deleting, do a hard restart and recheck your space available. Repeat the process until you reach a minimum of 10GB. Do a hard restart on your iPad • Hold down the power button at the top of your iPad and the home button at the same time until the Apple logo appears Make sure your iPad is fully charged or plugged in with a large iPad charging block. • The small square block is a phone charger and won't fully charge iPads.

If you've tried all the steps above and your iPad still isn't working fill out the Tech Help Form.	• https://www.district196.org/techhelp

Apple ID

School Apple ID/Managed Apple ID	• School Apple ID's should look like this: StudentID@appleid.district196.org • This is NOT a school Apple ID: studentID@apps.district196.org • You should NOT be using personal Apple ID's on your iPad • A Managed Apple ID gives you 200GB of iCloud storage to back up your iPad.
I need a Managed Apple ID / School Apple ID OR I forgot my password:	• Go to https://www.district196.org/techhelp to request a new Managed Apple ID or a password reset • Include your full name and student ID • An email will be sent to your school email address from Apple School Manager. It will include all the info needed to set up your Managed Apple ID.
Staff: I have 2 Apple IDs, which one do I use?	• Your Managed Apple ID (@appleid.district196.org) can be reset by your MDSS • Your Professional Apple ID (your district email) can't be reset by your MDSS, but still connect as they can give you tips for recovery. • Here's how to use and sign in with both: https://docs.google.com/document/d/1A7nXeKQ023IH55Jf2L5zfHymP39KZX2_K2ALwZFzchY/edit?usp=sharing

Attendance

How do I enter my attendance?	• Click here for Eastview 2020 attendance directions
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Campus

Login info	• Type Rose (short for Rosemount) • Choose MN for state • Enter • Choose "Rosemount, Apple Valley, Eagan • Username is Student ID and your universal password
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District iPad Resources

1:1 Secondary iPad Resources	• Tap here to go to District Resources

Ed Puzzle

Having trouble completing an Ed Puzzle?	• Make sure to access the Ed Puzzle assignment through the Materials Folders <i>NOT</i> through the Upcoming calendar list • Make sure everything is up to date including Reinstall on Safari and restart the iPad • If you're struggling in the Schoology app, try accessing Schoology through Safari or Chrome and try again
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EVHS Learning Commons / Library (Eastview Specific)

Textbook, Library & Curriculum Support	• Learning Commons homepage
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Explain Everything

Message: "Limit of slides reached" when trying to upload a project	• On the main screen tap the three dots in the upper right corner • Tap Edit Profile tap Sign Out • Tap Sign In or create an account • Tap on the rainbow G sign in with Google • Tap Continue • Type in your Collab email address
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	(@apps.district196.org) and password From here a window will pop up showing that you're part of the EDU Group for the district
Error Uploading to YouTube	<i>This is the response from Explain Everything:</i> As for the 403 error when exporting to YouTube, this can happen if there is an exceptionally large amount of uploads to YouTube made from Explain Everything apps across the world. We are currently working with the YouTube team to increase this quota. In the meantime, I recommend exporting the video to your device and then posting it to YouTube from their app
I can't edit, and I get the message: "expired subscription"	- You need to sign in with your @apps credentials using the "G sign in with Google" option. - Follow the directions here for both staff and 6-12 students: https://docs.google.com/document/d/1k1ZvILWleunjIjNUM-WwngPFBspMdbzemzmWoL3P72hQ/edit?usp=sharing

Google

Google Slides or Doc with photo error Once slides or Doc is shared, either a ? with blue background appears or a grey box with a ! in the middle appears. This is caused because the photo used was taken as a "live" photo on the iPad.	To change this setting so all previous "live" photos are no longer "Live" - Settings > Camera > Preserve Settings > Toggle "Live Photo" option to gray To change this setting so current and future photos are NOT "Live" photos - Open Camera app and touch the "Live" icon to turn it off To change just one photo to a still photo when it was originally taken as a "Live" Photo - Open a photo in the photo roll - Select "Edit" - Select the "Live" icon on the left - Touch the yellow "Live" at the top of the screen to toggle it off - Select "Done" in top right corner - Replace the photo in the Google Slides or Doc file
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Hotspot

Speed Test	• With your iPad connected to the hotspot, open a browser and navigate to: fast.com • >2MB is needed for Zoom sessions
Hotspot is not working well	• Hotspot Troubleshooting Tips

iPad - General Tips

Techo Board Links: want to learn some new iPad skills? Check out this link and see what you can learn.	https://docs.google.com/document/d/1UqpAB5SI7iqMmZ6Kpv2Mocygpf1Fz949tleZjrBYhqs/edit?usp=sharing
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Keynote Tips

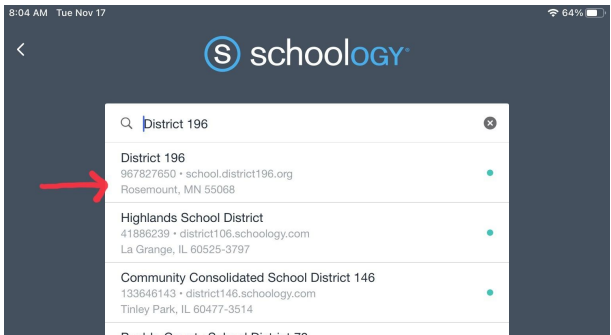
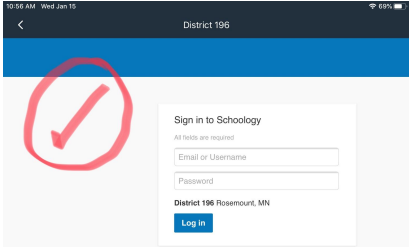
Keynote overview	Go here for an overview on using Keynote
Keynote Tutorial	Keynote Video Tutorial
Collaboration	Steps to Collaborate in a Keynote or Pages
Adding an image from the internet	• Creative Commons is accessible on student iPads and has images that are available for reuse. • For quick easy access open Creative Commons in Safari, then add the site to your iPad home screen using the “sharrow”/export button in the upper right corner of the screen.

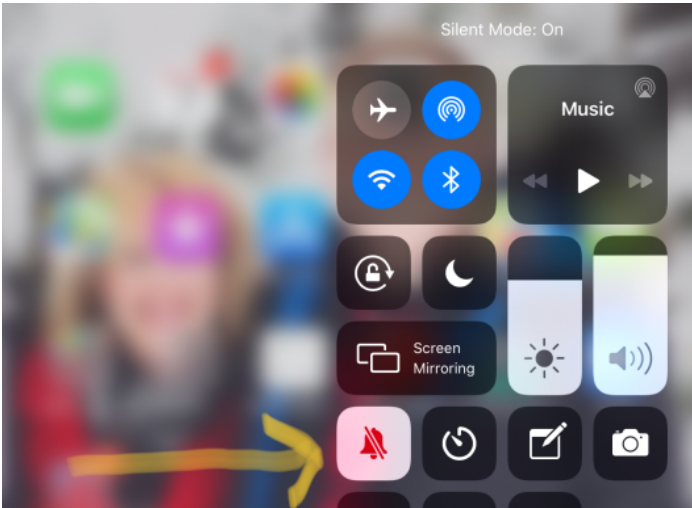
Notability

I can't submit from Notability, & when I import to Notability it changes the file name to a LONG file name.	• Rename the note in Notability to the original assignment name from Schoology. • You should now be able to submit to Schoology.
Make sure Notability is backed up to Google Drive	1. Go here for directions to back up your Notability files

**Do NOT sync to iCloud.	
You can no longer write using your stylus or finger in Notability	• Open a Note • Tap on the 3 stacked dots on the top right corner of the page • Tap on Info • Next to Apple Pencil, tap Disconnect if you do NOT have an Apple Pencil or LogicTech Crayon
Notability backing up, organizing, scanning a document and more	• Notability iOS user guide from Ginger Labs website go here
How do I turn on the microphone in Notability	• Notability Microphone directions

Schoology

Login Info	• Choose “District 196” with the green dot from the drop down menu NOT your school name ie. “Eastview”  • Username is Student ID (NOT email) and your universal password (Staff should use first.lastname) • The background of the login screen should be white. If the background is grey, arrow back and re-choose District 196 with the green dot.  • Correct:
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	 • Wrong:
How do I submit assignments to Schoology?	• Click here for directions to submit assignments to Schoology
Schoology isn't working on Safari/Chrome	• Make sure to go to: school.district196.org on Safari • If you're still having trouble, download Chrome browser from Self Service and go to school.district196.org • Chrome is not available at the elementary level.
Schoology isn't working	• During this time of increased distance learning for most of our nation, there will be periods where Schoology may not work as usual. You can check the status of Schoology here: • https://status.schoology.com/
There isn't any sound on the video my teacher put in Schoology	• Make sure your iPad software is updated. • Swipe down over the battery symbol in the upper right corner and make sure your iPad is not muted. • If the bell looks like the picture below, tap it so it is white without a line. 

Security Risk pop up

I get a message that a "Security	You should have received the following message
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risk has been found” on my iPad

from the District earlier this week notifying you of this issue.

A new security feature on district-issued iPads enabled by default after upgrading to iPad OS 14.0.1 is that it monitors passwords being used with multiple systems.

For example, we connect Campus, Schoology, and Collab(Google Suite) with the same login information, so the new iPad OS 14.0.1 flags that as a warning and will continue to notify you of this issue.

It is recommended to disable this feature at the current time. To do so you need to complete the following steps on your iPad:

- Open the **Settings** app
- Select **Passwords**
 - NOTE: If you don't see this option and see **Passwords & Accounts** instead, you are not upgraded to the latest version of iPad OS. To do so, please click [HERE](#) for instructions before continuing with these steps.
- Enter your iPad passcode if prompted
- Tap **Security Recommendations**
- Change the **Detect Compromised Passwords** to OFF
- For directions with screenshots, please click [HERE](#).

Turnitin.com

Submitting assignments to Turnitin on an iPad

- Log into Schoology (school.district196.org) on **Chrome**
- Try to submit your assignment

If using Safari, you may need to adjust your settings as directed below:

- Log into Schoology (school.district196.org) on **Safari**
- IF it doesn't work to submit in Safari, on your iPad go to
 - **Settings** >> tap on **Safari** (on the left side)
 - On the right side of screen scroll down to **Privacy & Security**
 - Next to **Prevent Cross-Site Tracking** Toggle OFF (grey)
 - Tap on **Clear History & Website Data**
- Go back to Safari browser and navigate to school.district196.org and try submitting again.
- ****You may get an error message along the lines of “Due to upgrades Safari could not be used”, close this message and continue.**

	You'll be prompted to sign into your Collab/Google Account after choosing your Resource to submit. (Use your collab email (<i>studentID@apps.district196.org</i>))
Trouble submitting on a computer to Turnitin	- Try a different browser than what you're currently using - Make sure you're using <i>school.district196.org</i> for Schoology and the correct login info (see Schoology info above)

Universal Password

Universal Password	You have 1 password that logs you into Google Drive/Collab, Schoology, Destiny Discover and Campus
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WiFi issues

School issued iPad not connecting to WiFi	Check to make sure that you have space available on your iPad. If you have minimal space available, it can prevent your iPad from connecting to WiFi. - Go to Settings >> About >> Available - If you have less than 10GB available: - Delete ALL personal photos/videos NOT related to current coursework. - Delete apps not needed for current year coursework - Do a hard restart and recheck your available space and if your iPad connects to wifi
School issued iPad not connecting to WiFi, and you checked the above step first	If you have Charter/Spectrum, and only your district iPad is affected please follow these directions.

YouTube

I can't open a YouTube link, the Securely page pops up.	- Go to Settings on your iPad - Scroll down to and tap on Safari - Tap Clear History and Website Data
I can't view a YouTube video on my iPad. I get the error message: !Video unavailable	To make sure you are logged into YouTube on your iPad, open either Safari or Chrome. - Go to www.youtube.com - Press on the "person" icon in the upper-right  - If you are logged in, you will see your name

	appear. If not, you will see a Sign In button. 4. Sign in using your collab credentials (studentID@apps.district196.org + password
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Zoom

AUTHENTICATION: I can't connect to Zoom now that I have to authenticate.	• Make sure you are NOT logged into Zoom with a personal Gmail. Students don't need to log into Zoom at all. • Go here for additional help.
AUTHENTICATION: I can't connect to Zoom on my school iPad.	• Make sure your iPad is updated to the current OS and have reinstalled Zoom after installing an update. • Sign out of all personal Gmail accounts on your iPad. You should only be using your Collab email on your iPad. ◦ Open Safari and go to https://www.google.com and verify that you are signed in with your @apps email • If your iPad is up to date and you still can't authenticate, follow these directions.
ERROR/SPINNING WHEEL: I get an error code, or Zoom just displays the spinning wheel	• Open Settings on your iPad • Scroll down to Safari (left side) • Scroll to the Privacy & Security section (right side) ◦ Tap on Clear History & Website Data • Retry your Zoom session
SCREEN SHARE (STUDENTS): How do I share my screen on my iPad?	Go here for directions
SCREEN SHARING (TEACHERS): I cannot find my Zoom meeting when attempting to share iPad screen via AirPlay	Make sure Zoom on laptop and iPad is up-to-date. Make sure iPad OS is up-to-date. Disconnect your iPad from WiFi then reconnect. 1. Drag finger down from top of right side of iPad screen 2. Press the WiFi icon to disconnect; press again to reconnect. Search for your Zoom meeting via Screen Mirroring AirPlay menu (usually appears as "Zoom-Username") 1. Drag finger down from top of right side of

iPad screen

2. Select the **Screen Mirroring** icon
3. Search for **Zoom-“your.username”** and select to connect