

How do I set up my IDLA-loaded iPad?

If you are using an IDLA managed iPad, it was shipped to the address provided on the request form with a printed letter of instructions on how to set up the iPad.

Students also are provided a Managed Apple ID with a username and temporary password.

- If this has been misplaced, they will need to contact tech support.

In case this letter of instructions is misplaced, here are the steps to setting up your IDLA-loaned iPad:

1. Turn on the device
 - a. The power button is located in the top right corner
2. Select language
 - a. **English**
3. Select Country/Region
 - a. **United States**
4. Select Quick Start
 - a. **Set Up Manually**
5. Connect to your home wi-fi network or school network
 - a. In order to move forward, the iPad **must be connected to wi-fi**.
 - b. You will need the wi-fi name and password.
6. Wait for your iPad to activate
 - a. It may take a few minutes.
7. When Remote Management populates
 - a. Select: **Next**
8. Installing Configuration Profile
 - a. This will take a few minutes and your iPad will restart.
9. Log in using your Managed Apple ID provided to you by IDLA
 - a. Username: **[provided]**
 - b. Password (temporary): **[provided]**
 - i. password is case-sensitive
10. The password provided is only a temporary password
 - a. You will be prompted to create a new password by entering your current (temporary) password
 - b. You will then need to enter your new password twice to verify its accuracy.

- c. Your new password must be at least 8 characters, a number, an uppercase letter, and a lowercase letter.
- 11. Installing General Apps
 - a. Once you've signed in with your Managed Apple ID, some apps will start to download automatically.
 - b. This will take some time, based on the speed of your wi-fi network.
- 12. Installing Course-Specific Apps & eBooks
 - a. Since many networks may not have enough bandwidth to install all of the apps required right away, we provide students access within **Self Service** to install and download apps and eBooks as they need them.
 - i. **Apps:** By clicking on the "**Install**" button in Self-Service, the app will install on the iPad's screen. Sometimes if there are issues, clicking "**Reinstall**" will allow the app to update and refresh for the student.
 - ii. **eBooks:** By clicking "**Install**" for an eBook within Self Service, it will open up the Books app on the iPad. Students will then be able to **download** them from there.
 - b. See your syllabus for details on which apps and eBooks you need for your course.

How to Contact IDLA Tech Support

You can reach out to IDLA Tech Support in several ways if you have problems or questions with the above information.

- Email: support@idla.org
- Phone: 208.342.0207
- Live Chat Support Monday - Friday from 7:30 am - 5:30 pm Mountain Time
 - Visit: [IDLA's Portal Page](#)
 - Click the **Contact Us** in the bottom right corner

For quick support, please include the following information when you contact IDLA Tech Support:

1. **User Information**
 - a. Your full name
 - b. Your role at IDLA (student, teacher, Site Coordinator, etc.)
 - c. Your school and district
2. **Issue Description**
 - a. What's the problem you're experiencing?
 - b. What is the exact text of the error message(s) you receive?
 - c. What link and location were you at when you experienced the issue?
 - d. What have you done to try to resolve the issue?
3. **Supporting Documentation**
 - a. Attach any screenshots or videos showing the error:

- i. [How to take a screenshot.](#)