

FAQ's: iPads

I have lost or misplaced my iPad, what should I do?

In the event that you lose or misplace your iPad, your first port of call is the Find my iPhone online service or app. It makes use of the iPad location functionality the service will provide you with an approximate location for your device once you have logged in using your Apple ID and password. However, your device must be logged in to iCloud and have the Find My iPad option enabled, as well as be connected to a network in order for the device to be located. If the device is offline when searched for there is an option that allows you to lock and flag the device as lost so that when it connects to a network these notifications appear on the device.

Why iPad?

iPad was chosen by Sacred Heart College for a number of key reasons. The stability of the device and software means that the consistency of the teaching and learning experience can be insured. Secondly, the interoperability and wide variety of applications that are available to augment and support the pedagogical process. Further, after road testing a number of devices the iPad proved to have the most

intuitive and user friendly interface which means less time learning the technology and more time dedicated to learning.

Can I bring my own device?

You can supply your own iPad for the purposes of the project, however other mobile devices and tablets, such as Android or Windows operating systems, will not be suitable for the project.

What type of iPad is needed and is it mandatory?

The minimum specs required for the Junior High iPad project are an iPad Air, 16GB, WiFi enabled device or an equivalent. This is due to the necessity to have a software and app upgradable device that is does not become redundant during the course of the project.

Do the iPads need a cover?

Although iPads are built with a certain amount of robustness, they are susceptible to breakage and damage if dropped or subjected to significant force on the screen. Thus, a cover for your iPad is recommended especially those that cover the vulnerable edges of the device.

What about tried and tested teaching and learning methods?

The iPad is not intended to usurp or replace methods of teaching and learning that have a proven track record of success. It is a support and augmentation tool aimed at enriching the learning experience. Learners are also encouraged to use the tool in ways that suit their individual needs and preferences in order to yield the best results.

What management and controls are placed on learner iPads?

All learner iPads are enrolled onto the school's mobile device management (MDM) system. The MDM controls the profiles on the iPad that include WiFi access, email, content and app control, device admin and the device inventory. These can be tailored according to the age of the learner as well as any specific requirements.

What happens if an iPad is damaged or broken?

All learner iPads that are purchased through Sacred Heart College are covered under Apple iCare extended warranty. This means that if a device is faulty the unit is checked and replaced without cost and if it is broken accidentally it is either repaired or replaced for a flat fee of R800.00. The device can be taken to any iStore where the iCare

registration is verified and assessment process is undertaken. Any queries or questions can also be referred to the Sacred Heart College IT Department.

What subjects is the iPad used for?

The iPad is used throughout the junior high curriculum, however in some cases there may be more regular or intense use depending on the nature of a particular project. Sacred Heart College has adopted a blended learning approach meaning that the learning context, objective and outcomes are critical when deciding where and how the iPad is used.

Who maintains and records the digital security credentials for the iPad?

The Sacred Heart College sets up all devices for the Junior High iPad project. This includes iPads bought through the school and those brought by parents/learners for set up. During the set up process all credentials are recorded and stored in multiple locations for security purposes. Access to this information is closely monitored and regulated. Each learner receives his or her credentials via email and a physical copy of the information. Learners are however responsible for the unlock code of their device. In the

event that a learner alters their set up credentials, they are asked to inform the IT Office. All learners are encouraged to follow good practice when it comes to the maintenance of digital security.

Who sets up the Apple ID, email etc...?

All devices for the Junior High curriculum that are bought through the school and brought to the school are set up by the Sacred Heart College

Where can I get iPad support?

iPad technical support is provided by the Sacred Heart College IT Office. iPad pedagogical support for the iPad is provided by teachers in conjunction with the IT Office.

How are digital textbooks deployed?

Sacred Heart College uses Snappily as a digital book provider. Each will need to create a Snapplify account on the Sacred Heart College online store

www.sacredheart.snapplify.com .

The site has all the book lists for the relevant grades, that can be selected and purchased using the online payment gateway.

What if the iPad battery is flat or has not been charged?

Learners are encouraged to keep their iPads charged and ready for use. It is their responsibility to ensure that the device is charged. However, in cases where this has not been possible or there are extenuating circumstances learners can have their iPads charged at school.

Does the iPad need to be brought to school everyday?

Unless otherwise stated by teachers or the Principal learners are required to bring their iPad to school everyday.

What is the school policy on games on the iPad?

Games are closely monitored and regulated, both by the Mobile Device Management system and the teachers. Learners will not be able to play age restricted games or games that contain violent and or explicit material. Should you wish to limit or prevent game playing on a learner's iPad this can be discussed and dealt with on an individual basis.

What IT policy and or code of conducts apply to the use of the iPad?

iPad use is governed by the schools code of conduct as well as the IT Policy of Sacred Heart College.

Contravention of the policy and code of conduct is investigated and dealt with by the Junior High management team.

What policies does the school have to address cyber bullying?

Cyber bullying is dealt with under the IT Policy, school code of conduct and disciplinary code. In an instance where cyber bullying is reported it is rigorously investigated and dealt with by the Junior High management team according to the aforementioned codes.

What if I am concerned about my child's use of the iPad?

Sacred Heart College is always willing to meet and discuss any concerns. Simply contact the High School Office or send through an email and we can assist.

Will I need WiFi at home?

During the school day learners have permanent WiFi access. Therefore, most activities that require bandwidth or Internet connectivity can be accomplished during this time. Thus having WiFi or 3G at home is not essential.

Will I need to update the software?

iPads do occasionally require software updates to the operating system. This is usually done in order

to fix bugs, update features, improve performance and in some cases introduce new features. There are minor and major updates, which differ in file size and installation time. Software updates require your iPad to have at least 70% battery health, so it is best to undertake an update with an iPad plugged in to charge or connected to the USB port of your computer. In the event that you require advice or assistance on software updates for an iPad you can contact the Sacred Heart College IT Department.

How do I redeem an iTunes gift?

When an iTunes gift is bought the recipient will receive a confirmation email that contains a unique code. The recipient then simply needs to click the link and they are re-directed to the iTunes store where a prompt will appear to enter their Apple ID and password. The unique code that redeems the app or monetary gift then appears and the user needs to confirm the submission. The app will then download or the account will be credited. To see that an account has been credited, navigate to the bottom of the app store screen on the Features tab and the balance of the account is displayed.