

FAQ

1. Can I access school subscriptions at home?

Yes, district subscriptions are available for home access. Some, in fact, can be accessed directly through the Clever app on the student iPad. [Guide](#) to subscriptions the district has access to.

2. What is the difference between TeacherEase and Schoology?

TeacherEase is where your student's grades are posted. Schoology is where your student accesses and turns in their assignments.

3. My student's iPad is not working, what do I do?

The first step is always to hard reset the iPad. This can be done by holding the home button and the power button on the top of the device until the screen goes black and then letting go. This should be followed by the Apple symbol and later the home screen. [Troubleshooting Flowmap](#)

4. Can we connect to our home wifi?

Yes, just enter settings on the iPad, select wifi and connect to your home network. Your student's iPad will automatically reconnect to the district network upon arrival at school.

5. What do I do if we don't have internet at home?

Please notify the student's teacher or the school's technology coach for more information to about obtaining internet access at home.

6. How can I tell if my student is missing any work?

Parents can examine the Schoology calendar to see a list of assignments and their due dates. Grades can be seen in TeacherEase as they are updated by teachers

7. What happens if an iPad, Crayon, case, or charger breaks?

The broken item should be taken to the Technology Aide for testing and possible replacement. All replacement items are bound by the [District 96 iPad Policy](#). Please contact the school's tech aide.

8. What happens if a student loses an iPad, Crayon, case and/or charger?

All replacement items are bound by the [District 96 iPad Policy](#). Please contact the school's tech aide.

9. Why can't we access some web content on the iPad?

Student iPads are under the control of Securly. This internet filter controls student access to inappropriate material both at school and at home. In addition, student email and G-Suite files are monitored with Gaggle.

10. What if my student forgets their iPad at home?

*Students will **not** be provided with a "loaner" iPad or Crayon if either is forgotten at home. They will be required to complete assignments at the discretion of the teacher.*

11. Can my child login to their personal Apple ID on their iPad?

No. Students no longer have the ability to login with an Apple ID. All school related apps will be provided by the district.

12. Can my child access their personal email on their iPad?

No. Students will not be able to use the Mail functionality. Students in Grades 6-8 can access the Gmail app through the Self Service App on their iPads and login using their district email address.

13. Can students download apps/games to their school iPad?

With the removal of students ability to sign into an Apple ID, they can no longer access the App Store

14. My student forgot their district Google username/password, please help!

Have your student come to the Technology Aide for assistance. This login will remain the same as the student progresses through the district.

15. Does the district/school provide headphones/earbuds for student use?

Headphones/Earbuds are on each school's supply list. If students lose or damage their headphones/earbuds it is the responsibility of the parent to replace them.