

Dear Fleet Families,

Arlington Public Schools is providing your student an iPad for educational use during distance learning. Please note that the iPad is the property of Arlington Public Schools. Families are responsible for the iPad. Please use the iPad for learning, and take care that it is not lost or broken. Most of the basic connection and troubleshooting information can be found in this document to get you started with the iPad. Your child's teacher will be your number one point of contact if you have any questions about account information for specific apps or programs. Please connect the iPad to your home wi-fi network and use this document for troubleshooting. To connect the iPad to your home Wi-Fi, please go to the Settings app on the iPad and you will see Wi-Fi on the left hand side.

Global Protect Troubleshooting



Before your student can use their learning apps, they must be signed in to the Global Protect app on your home wi-fi network or your hotspot.

The iPad will not connect to your home internet without this app. Watch the login video:

- In English: <https://vimeo.com/427104817>



- En Español: <https://bit.ly/gp-espanol>



Sign Into Hub



The Hub app allows us to send app updates to student iPads. It is very important that students sign into this app. The app should already be signed in for you, but if not, please follow these steps:

1. Locate and tap the icon pictured above.
2. If you see a pop-up message, tap "Allow" or "Always Allow".
3. Login:
 - a. Username: student ID number
 - b. Password: student's APS password
4. (possible prompt:) Tap the button that says "I understand".
5. (possible prompt:) Tap the black button that says "I agree".
6. Once you see your student's ID number on the Account page you can close the app.

Connecting a Hotspot

If your student received a hotspot with their iPad, please watch this login video:

- In English: <https://youtu.be/DIVr2ZnYRA0>




- En Español: https://youtu.be/99WICYG2_LU



AUP Review

Please review the Arlington Public Schools Acceptable Use Agreement. When using APS-provided equipment, programs, and software, students must follow this agreement:

Arlington Public Schools
Electronic Technologies Acceptable Use Agreement



- ☐ I agree to use APS's technology carefully, respectfully and responsibly.
- ☐ I will follow school and APS rules.
- ☐ I will follow the APS Acceptable Use Policy (I-9.2.5.1).
- ☐ I will protect my privacy and the privacy of others.
- ☐ I will be safe on the Internet.
- ☐ I will be kind to others online

If I do not work safely and responsibly, I may lose my computer privileges and face additional consequences.

Ways Families Can Support Students

- Review the AUP with your child.
- Monitor your student's use of the device when not at school.
- Ensure the device is properly cared for when the student is away from school.

Guidelines for Use

- Do not sign into personal iCloud accounts on the APS iPads.
- Do not put a passcode on the iPad.
- **Do not install apps that your teacher has not asked your student to use. Apps take up space on the iPad and students cannot delete apps.**
- Do not scratch or mark on the screen.
- Do not insert objects (pens, paper clips) into the device.
- Do not place heavy objects on the device.
- Do not use water or cleaning solutions on the screen.
- Keep track of your device and its charging accessories.
- Keep your device in a safe place and in its case.
- Keep food and drink away from your device.
- Follow the APS Acceptable Use Policy.

Technical Support & Information

Instructions you receive usually include the following terms. Please see the image on the right for location of these items:

1. Home button
2. Settings
3. Sleep/Wake Button
4. Volume

To get started

- A. Turn on the iPad by pressing the Sleep/Wake button [3] for 5 seconds.
- B. Press the Home button [1] to go to the Home Screen.
- C. Tap the Settings app [2] to connect to your home WiFi network.
- D. Press the Home button [1] and then tap App Catalog to install other apps.



Troubleshooting Tips

1. Start by turning the iPad off and turning it back on.
Press and hold the power button for 5 seconds, then swipe the arrow to turn it off. Turn it back on by pressing and holding the power button for 5 seconds again.
2. If an app times out, says “no internet,” or spins forever, check internet connection and then sign back into Global Protect using the directions above.

Who to Contact For Support?

Contact the Teacher if...	Contact Tech Help at https://bit.ly/AWFtechhelp if...
<ul style="list-style-type: none">• You need login information for an app• You can't figure out how to sign in to an app• You need to know how to use an app• You need to know what apps your child needs to download• You lose your child's username or password• You don't know what assignments are due or how to complete work	<ul style="list-style-type: none">• You still can't connect to internet/apps after completing all the steps outlined in this letter• Problem with the iPad (hardware)• The iPad is locked as a result of multiple unsuccessful login attempts.• The APS iPad is damaged, lost, or stolen <p>Note: It can take between 24-48 hours for a response depending on the volume of help tickets received. Please contact the classroom teacher first before submitting a tech help form.</p>

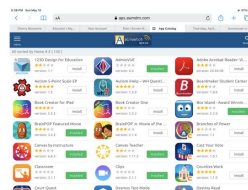
How to Install and Update Apps

You can watch the video directions: <https://bit.ly/aps-app-update> or follow the ones below.

1. Open App Catalog on the APS iPad.



2. Find the app in the App Catalog list.



3. Find the following apps and select install. You will need to click install twice.



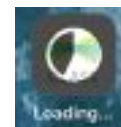
4. Wait for the green bar to go away before navigating away from the page. You should see



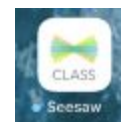
"Processing" now.

5. (Optional): Tap the home button to get back to the home screen. Repeat steps 2-4 to speed up the process.

6. Your app will go grey and gradually go back to full-colour if the app is installing or updating.



7. You will see a blue dot next to the app name if the app has been updated.



Notes about installs and updates of apps:

- If your student is NOT signed into Global Protect on their APS iPad, the apps will not load.
- If an app stops working or doesn't load, it's worth trying to update the app to see if the problem can be resolved by doing this.

How to Update iPad software (iOS software)

1. Plug in the iPad. Then, open the Settings app.

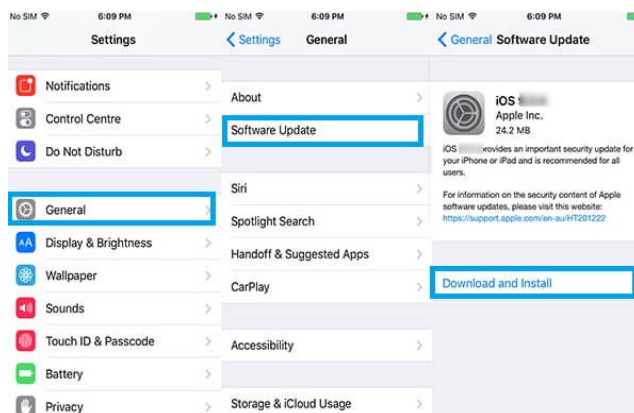


2. Tap:

General > Software Update >
Download and Install.










(Only available if there is an update. If you don't see this, your iPad is up to date.)

3. Your iPad screen will go black, then return to the lock screen when it is finished updating.



iPad Apps

Below are a few of the applications your student may be using this year. Please follow the directions above to install the apps that are not already on your student's iPad. Your student's teacher will likely direct you to download additional apps later.

APS Apps to get started with	
 <p>APS App Catalog No login required</p>	 <p>iPad Settings app No login required</p>
 <p>Microsoft Teams First time Use: Type in studentID@apsva.us MyAccess Login: APS username & password How to log in video: https://bit.ly/mst-login How to join video: https://bit.ly/mst-join</p>	 <p>Canvas <u>1st time access:</u> In Student app, type "Arlington Public Schools - Students/Teachers" (not the /NE one) Login: student APS username and password</p>
 <p>Lexia Core5 Teacher will provide this login information once it becomes available</p>	 <p>Seesaw Teacher will provide this login information once it becomes available</p>
 <p>DreamBox Learning Login: teachers will provide login information once it becomes available Fleet's school code is bqt4/x88f</p>	 <p>Kids A-Z (Reading A-Z) Login: teachers will provide login information once it becomes available</p>
 <p>Destiny Discover myaccess.apsva.us Login: student APS username & password</p>	 <p>MackinVIA myaccess.apsva.us Login: student APS username & password</p>
Library Resources	
<p>Library Online Catalog: https://www.apsva.us/library-services/catalog/ Library Online Databases: https://www.apsva.us/library-services/databases/</p>	