

Parent FAQs
Best Practices iPad Reminders from the Technology Department
South Fayette Elementary School
March 26, 2020

Important Reminders:

- Please continue to clean your child's iPad daily as recommended by Apple
<https://support.apple.com/en-us/HT204172>
- Please do **NOT** enter a **LOCK CODE** on your child's iPad
- Please do **NOT** change **SETTINGS** on your child's iPad
- Please **CLOSE ALL APPS** when not in use
- Please **CLOSE ALL TABS** in Safari when not in use
- Please **POWER OFF** your child's iPad when not in use
- Please **CHARGE** your child's iPad when necessary with the district issued charger
- Downloading Apps (the District will download/push out all apps, you are **NOT** permitted to download apps on your child's iPad)

Troubleshooting:

If an app is **not** responding **at home**:

1. Make sure you are connected to your **home WiFi** (*if applicable for the app*)

Settings > **WiFi** > connect to your home WiFi (*you may need to enter your home WiFi password*).

2. Double-click the home button and swipe up to **CLOSE** any open apps
3. Close all **TABS** in Safari
4. Turn **OFF** the iPad
5. If the app or iPad is "frozen" and will not respond, please follow the steps below:
 - To reset, **PRESS** and **HOLD** both the **SLEEP/WAKE** and **HOME** button for at least 10 seconds
 - The Apple logo will appear and the iPad will restart
 - If the iPad does not respond, please submit a Help Desk request at TechSupport@southfayette.org

**This is a district issued iPad and should be used for educational purposes only. Thank you!*