IPAD MANAGEMENT GUIDE FOR MIDDLE SCHOOL ADMINISTRATORS, BOOKKEEPERS AND LMS
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Overview of Destiny Resource Manager

The Follett Destiny Resource Management software application will be used to manage and track all physical fixed assets related to the OPS Middle School iPad Initiative: Staff iPad, Student iPad, iPad Case, iPad 12-watt power adaptor, and iPad lightning charging cable.

- When a new student needs an iPad checked out to him/her, how do you locate the resource (iPad) in the Resource Manager?
- When a student reports damage to an iPad or peripheral, how do you locate the student in Destiny Resource Manager and assign a fee?
- When a student reports loss or theft of an iPad, what are the proper procedures to follow?
- When you notice an unattended iPad, how do you locate the currently assigned user?
- When a student leaves the district, how do you check-in his/her iPad and return it to inventory?
- When an iPad is not currently usable because of repairs or damages, how is this status updated in Destiny Resource Manager, and who is responsible for taking this action?

These and other scenarios are discussed in this guide.

Security Roles

Note: At any time staffing changes at the building level necessitate the need to change currently assigned roles, it is imperative that the building administrator notify the Technology Division to modify the security rights.

- **Resource Manager**
  - Assigns Fines
  - Waives Fines
  - Modifies Fines
  - Assigns Replacement iPad, when necessary

- **Resource Staff**
  - Manages Circulation and Storage of iPads at Building Level
  - Checks In/Out iPads to Students/Staff
Accessing the Software

The URL for accessing the Destiny Tracking software is: http://destiny.olatheschools.com

- The welcome screen displays.

![Follett Destiny Welcome to Olathe Public Schools](image)

- All iPads and peripherals are managed under the District Technology Support Center location. You will always choose this location first, from a list of all district sites, when logging in to the application to manage iPads and related peripherals. You may wish to bookmark the site URL for future ease of access.

![District Technology Support Center](image)

- Select the Technology Support Center and login to the Destiny application with your district username and password.

![Login](image)

**Important Note:**

If at any time you are asked if you want AutoComplete to remember web form entries, always select NO.
Assigning an iPad to a Student or Staff (Checking Out)

Scenario
A new student has enrolled and a new iPad from building inventory is being assigned to the student, or a staff member has damaged their iPad and a new iPad from building inventory is being assigned to the staff member.

Steps
- Select Circulation Tab
- Select “Check Out Items” from the left navigation pane
- Uncheck “only my patrons”

- Enter student’s or staff member’s last name in the Find Box
  - Optional: student or staff ID may be scanned to select

- Press Enter or “Go”
- Select the desired student or staff member
- Click in **Find Box**
- Scan the barcode of the iPad

```
Find

SMITH, CONSTANCE A (Faculty: P 1040610)
Checked Out Resources: 1
Overdue Resources: 0

Apple Air 2 iPad (Item: APP0001021)
```

- The record is *automatically saved*
- Click **Reset** link at the bottom of the navigation bar at left to end the process and clear the **Find Box**
Assigning Fees and Accepting Payment of Fees

Assigning Fees
Fee assignment for any damage, loss or theft of all items related to the OPS Middle School iPad Initiative will be entered in the Destiny Resource Manager application. This will be completed by the building Resource Manager (Bookkeeper or Designated Front Office Staff Member).

Accepting Payment of Fees in MyPaymentsPlus (MPP)
When accepting payment for fees assigned in Destiny, the Resource Manager will enter all payments in the MyPaymentsPlus website application. Payments are always entered in the MyPaymentsPlus website application. Fines are always assigned and/or modified or waived in Destiny Resource Manager.

Fees & Fee Payment Workflow
- Fees are entered in the Destiny Resource Manager software by the Resource Manager
- At approximately 5 p.m., the interface file is initiated by an automated job and obtained from the Destiny database and uploaded into MyPaymentsPlus
- At approximately 5 a.m., a fee payment file detailing all fees paid by parents in the MyPaymentsPlus web application is pushed back from MyPaymentsPlus into the Destiny database, updating all student records with payments paid on any assigned fees.

- NOTE: When parents pay any iPad-related fine with cash or check, the bookkeeper will access MyPaymentsPlus and enter/deposit the iPad payments in MyPaymentsPlus. This is the preferred method rather than sending cash/check to the Business & Finance Division. A District Technology account is tied to each iPad fine that the bookkeeper enters and the Technology account is automatically credited for that amount.
Charging a Student for Damage to iPad - Not Lost or Stolen

Scenario
A student has broken his iPad screen or the iPad is being sent to be repaired for any reason that entails assessing a fine. Assessing a fine for a damaged or missing case, lightning cable or power adaptor is detailed in the next two sections.

Step 1
- Assign a Fine (only use this process if not lost or stolen)
  - Select Circulation Tab
  - Select Fines Option
  - Enter student’s last name or student ID
  - Uncheck “only my patrons”
  - Select desired student’s name
  - Click Add Fine button

Fee Scale for Damaged iPads:
- $50 – First breakage
- $150 – Second breakage
- $300 – Third breakage
- Fourth + $574.00 or cost of repair or full replacement
- Select desired **Reason** from drop-down
- Scan or Copy/Paste Barcode of iPad in the **Resource Item** box
- Click “Go” to find the iPad - if entering barcode manually

![Technology Support Center Interface](image)

- Enter **short description** in **Fine Note** box to include the required components shown below.
- If waiving any or all of the fine, it should be done at this step **(with building administrative approval)**.
- Click **Save**.

![Technology Support Center Interface with Fine Note](image)
Charging a Student for Damage/Replacement Cost of an iPad Case

Step 1 – Locate Patron and Create a Fine

- Go to Technology Service Center in Destiny
- Select the Circulation Tab
- Search for the patron’s name (example here: Missing Person) [uncheck “only my patrons”]
- Select Fines from the menu on the left

- Select Add Fine
- Select “Other”
• When the next screen appears, select the “edit” button for iPad case. Do not change the “copy specific” setting after Fine Type.

• Destiny will automatically assign a $29.00 charge for a case
• You may document the reason for the charge with a note
• Select Save

• After you save the fine information, input the iPad barcode number into the Resource section and select Go.
The screen should show the amount charged
You may waive the fine only if instructed to do so by your administrator
Fill out the Fine Note section so a record of the fine/waive/payment will be created
Select Save.

Print receipt for broken or missing iPad case:

Step 1 – Locate Patron and Create a Fine

- Go to Technology Service Center in Destiny
- Select the Circulation Tab
- Search for the patron’s name (example: Missing Person) [uncheck “only my patrons”]
- Select Fines from the menu on the left
• Select **View History**

![Image of the Follett Destiny interface showing fines for Pelsma, Kimberlie H.](image)

• From the screen below, select **Printable**

![Image of the Follett Destiny interface showing printable fines for Pelsma, Kimberlie H.](image)

• The printable copy of fines will look similar to the example below

![Image of a printable fines list for Pelsma, Kimberlie H.](image)

• This is the easiest way to provide parents with a copy of fines for an individual student
Charging a Student for a Missing iPad Power Cable or Power Adapter

Step 1 – Locate Patron and Create a Fine

- Go to Technology Service Center in Destiny
- Select the Circulation Tab
- Search for the patron’s name (example here: Missing Person)
- Select Fines from the menu on the left

Select Add Fine
- Enter the **iPad barcode number** into Item
- Use the pull down menu to select either **iPad cable** or **iPad power adapter**

![Technology Support Center screenshot](image)

- After entering the iPad Barcode # and the reason (iPad Cable or Adaptor), select **Go**
- Destiny will automatically assign a $19.00 charge for either a cable or power adapter
- You may document the reason why with a note
- Select **Save**

![Technology Support Center screenshot](image)
**Editing or Waiving a Fine** *(After initial entry but before any payment is applied)*

**Step 1 Edit the Fine**

Select **Edit Fine**. Make note of the reason for editing or waiving any or all of the assessed fines *(required)*. **Note:** This step is traceable to the user entering/waiving the fee, as shown below.

**IMPORTANT:** If it is determined after-the-fact by the building administrator that the fee should have been reduced or waived **AND** the parent has not already paid any part or all of the fee, the fine may be edited. If a payment has been made, the Fine Details will be visible in Destiny under **Patron Status > Fine History > Fine Details**, as shown below. If the parent has already made a **full or partial payment**, contact the **Accounts Receivable department in the Business & Finance Division** for instructions.
Step 2 (if applicable – iPad is damaged)

- Check current iPad in using the steps detailed in the Returning an iPad to Inventory (Student or Teacher Leaving) section of this guide. That section lists MANDATORY STEPS which must be completed before receiving the iPad from the staff member or student.

Step 3 (if applicable – iPad is damaged – new one to be checked out)

- Check out a new iPad to student using the steps detailed in the Assigning an iPad to a New Student or to a New Staff Member section of this guide.
Lost or Stolen iPad

Scenario
A student or staff member has lost his iPad or it has been stolen

Step 1 – Mark the iPad Lost
- Select the Circulation Tab
- Select the Check Out Items Option
- Input the student’s or staff member’s name
- Uncheck only my patrons
- Select Go
- Select the correct student or staff member’s name
- Under Items Out
  - Always choose Lost for both a lost or stolen iPad
  - Never choose Stolen!

If the student or staff member is not being held liable for the lost iPad – determined solely by the building administrator, the fine should now be edited by the Resource Manager using the instructions detailed in the previous section of this guide (Editing or Waiving a Fine).

NOTE:
ALWAYS LET THE TECHNOLOGY DIVISION KNOW ABOUT LOST/STOLEN iPADS IMMEDIATELY!
Verify Ownership of “Found iPad”

Scenario
An iPad is found and you wish to discover to whom the iPad is assigned. (Student name or Staff name is not viewable on back of iPad.)

Steps
- Select Circulation Tab
- Select “Item Status”
- If the iPad has a barcode:
  - Scan the barcode of the iPad in the Find Item box or manually enter the barcode of the iPad in the Find Item box
  - Click Enter or Press Go
  - Current Checkout status is provided

![Image of Follett Destiny interface showing Current Checkout details]
If no barcode is found on the back of the iPad, you may enter the Serial Number of the iPad to help locate the resource in Destiny Resource Manager.

- Choose Catalog Tab
- Select Resource Search option
- "Where Resource"
  - Select Serial Number
  - Enter SN#
    - This is found under Settings > General > About on the iPad
    - Press Enter or Click Search
- Select Status (Checked Out) as shown below, to view to whom the iPad is checked out
Returning an iPad to Inventory (Checking In)  
(Student or Teacher Leaving District)

**Scenario**
A student or staff member is leaving the district and returning his/her iPad to inventory.

**Steps**
- Select the **Circulation Tab**
- Select “Check In Items”
- Click in the **Find Box**
- Scan the **barcode of the iPad** in the **Find Item box** or manually **enter the barcode of the iPad** in the **Find Item box**
- **Important**: verify the student’s/staff member’s name matches the student/staff member who is checking the item in

![Image of Follett Destiny dashboard showing Check In Items](image)

**Additional Mandatory Steps**
When prepping an iPad for leaving the district, you need to first remove all of the student or staff member’s credential information.

1. Go to **Settings > iTunes** and **App Store** > Tap the **Apple ID** on top right > Tap **Sign Out** > Enter **Password** if prompted
2. Go to **Settings > iCloud** > Swipe up to the bottom on right and tap **Sign Out** (red) > Enter **Password** if prompted
3. Go to **Settings > General > Reset** on the bottom right > **Erase all Content and Settings** > **Erase** > **Erase** (enter **passcode** if prompted)
4. **Staff iPads Only:**
   1. Once the iPad is erased, sign the check in sheet from your Administrator/Secretary
   2. Leave the iPad at the front desk
   3. Email iPad Help indicating it is ready for Technology to pick up
Checking in an iPad – End of Year

Scenario
End-of-year check-in procedure for all 6th and 7th grade students.

End-of-year check-in procedure for 8th grade students.

Steps
Check in item as normal

*Updated guide to be provided in spring, 2016 with detailed steps for checking in all student iPads.*
Reports

Sending Destiny Resource e-mail Fine Notices to Parent Emails

This report will allow you to send an e-mail message to families informing them of details when a fine has been created.

1. **Go to:** [http://destiny.olatheschools.com](http://destiny.olatheschools.com) and choose: Technology Support Center.
2. **Login.**
3. **Go to:** Reports/Patron Reports/Current Checkouts/Fines:

![Screen Shot](image)

4. Use the screenshot below to help set up the e-mail notices. Make sure to uncheck the “Checked out/Overdue Materials” selection, and to uncheck “Resources Assigned to a Custodian.” The “Unpaid Resource Fines” box should be selected, and the format selection is “Notices.” Next, click on “Continue.”

![Screen Shot](image)
5. On the next screen, **uncheck** the “The materials my patrons have and/or the fines…” box. Select the “**Update**” button.

6. Please **uncheck** “**Faculty**” and “**Other**” so that your screen appearance matches the example below. Then, select “**OK**.” At the next screen, select: “**Continue**.”

7. Use the default selection of “**Select and Sort by Patron**.” Enter the student’s last name two times. See the example below (using the last name of Pelsma). Make sure you choose “**Via e-mail**” and that the default selection of “Email 1 and Email 2 is chosen. As you scroll down this same screen, make sure your own screen matches the selection choices. Input the student’s first and last names. Choosing to display barcode, phone number, grade level, and homeroom means that your report contains these specific pieces of information. When ready, select: **Run Notices**.

Edit the above message to read: The following fines have been assessed.

Note: Any time you run this report, you should change the text in the message box to modify the message you send home to individuals. You may input Spanish text, or add other modifications.
8. After you have selected “Run Notices” this screen will appear. It provides you with the status of the e-mail report you just created. Please use the “Refresh List” link to make your report appear for viewing.

9. Once you have refreshed the list and your report is ready, you may choose to view it by selecting the “View” link:

10. The e-mail log report shows you a message that details any e-mail messages sent, and lets you know if the e-mail was sent or not. Destiny sends the e-mail message to both e-mails provided by parents to the district. E-mail 1 is the mother's e-mail; e-mail 2 is the father's email.
*If you receive a message that an e-mail message was not sent, please check the listed e-mail for the patron record and check Synergy to see if it is correct. If it is correct and not being sent, contact Technology.

11. The parent(s) will receive an e-mail message that will look similar to this (depending on which e-mail provider the family uses):

![Image of an e-mail message example]

12. The log report may be viewed again. Go to: Reports/Report Manager. Choose View. You may choose to delete older reports from this location, using the trash can icon. Do not delete reports until the academic year is over.
Managing Student iPads at the Middle School Level
Procedures and Troubleshooting Tips

New Students Entering District
The following protocol should be used when a new student enters the district and an Apple ID and iPad is to be assigned.

- The student visits with the counselor and data operator and is provided an instruction letter regarding the process for setting up an Apple ID for the student. The parent must wait to set up the student’s Apple ID until they receive an email from Apple. The data operator submits an online form with the needed data.
  http://goo.gl/forms/L2XiBF7zMH

This should be done immediately so the student/parent isn’t waiting unnecessarily for the email to be sent from Apple.

- Technology uploads the information sent by the data operator via the form - to the Apple portal at approximately 4:30 p.m. daily (M-F).

- The parent receives an email from Apple to create the account, within an hour of the uploaded file. The file contains a unique link for that student to create the Apple ID. The parent uses the password: Students16 to create the Apple ID.

- As soon as the parent creates the Apple ID using that link, the Apple ID is created but needs verification by the parent, using the parent’s email account.

- The parent will receive a second email indicating the need to “verify” the newly-created Apple ID. The parent logs in to the parent email account and verifies the new Apple ID from that account.

- The account can now be “verified as complete” by the Data Operator and the LMS at each building by accessing the following link. Deploy.Apple.com

- At that point the iPad can be readied for the student, using the Apple ID. The data operator should notify the LMS to create a barcode and be ready to check out the iPad to the student in Destiny as soon as possible.

- The LMS prepares the iPad by onboarding, etc. and gets the iPad to the student for a Deployment/DCD quick tour and setup of email account, etc.

The passkey for PPSK is not to be shared with anyone. It is for the LMS use for preparing new iPads or erased/restored iPads for the process to Onboard to Access Wifi. If someone else needs it; for example to get their Macbook online or any iMacs in the building, the apple team will come out and enter the key for them.
Determining Whether a Student/Parent has Created an Apple ID

Scenario
A new student has enrolled and you want to check to see if they have created a district Apple ID or not. The following instructions will assist you with determining whether a student has created an Apple ID.

- Login at Deploy.Apple.com with the following username and password.
  - iPad.admin@olatheschools.org
  - PW: iPadadm1n (Capital P - number 1)
- Tap “Apple ID for Students” in the top left corner of the window.
- Enter the student’s name EXACTLY as it is entered in Synergy.
- Tap Search.
- The screen will display either Complete or Incomplete.
  - This indicates whether the Apple ID has been completed by the parent or if it is yet to be done.

![Image of Apple ID for Students](image)

![Image of Apple ID for Students Under 13](image)

For students under 13, Apple IDs are requested from Apple by the school or school district. An email will then be sent to you from Apple asking a parent or guardian to review the Apple ID request form online. When the parent or guardian completes the request form, an Apple ID will then be created for the student.

Apple IDs for students under 13 include the following features:
- Account settings, such as email address and date of birth, cannot be changed.
- No credit card is attached to the account at setup.
- Limit Ad Tracking is turned on for the account to ensure the student does not receive targeted advertising from Apple.
- Students can’t opt-in to receive marketing materials.
- A parent or guardian can be notified of any significant changes to the terms of the account.

Once your student reaches age 13, the Apple ID converts to a full account with full rights and privileges. Students can continue to access any classwork, notes, books, or apps associated with their Apple IDs.
Preparing a New Student iPad (All Steps)

There are several distinct steps when preparing to check-out a new iPad to a student.

- **Step 1** Create and Print Label using TBarCode Software (see separate instructions)
- **Step 2** Check-out the iPad to the student using the Destiny Software
- **Step 3** Onboard to Wifi and Install Network Profiles for District-Issued student device to iPad
- **Step 4** Install Self-Service on iPad so it will receive invitations from MDM (mobile device management)
- **Step 5** Clean and Case the iPad
- **Step 6** Provide student with white Apple-brand charging cube and cable

**Step 1**
- Create and Print Label using TBarCode Software (see separate instructions)


Download the Software to the Desktop and install it.

Click, “Yes, activate my free test license”. Enter the **Activation Code**.

This may NOT be installed on more than one computer at each middle school, per licensing agreement.
Entering New Student Data for Printing New Student Labels

- Open the Master Student Data Spreadsheet.
- Enter new student information – deleting old data, if necessary.
- Save the spreadsheet with the current date added to end of file name and close the spreadsheet.
- Select Select Recipients under MAILINGS TAB. (Avery 5160 Labels will be used for printing.)
- Choose “Use an Existing List”.
- Browse to locate the Master Student Data Spreadsheet - with the correct date suffix in the file name – and select it.

Select OK at the next window – leaving “First row of data has column headers” selected.
Click in the first (top left) label box. Select Insert Merge Field from the MAILINGS TAB.
Insert First Name. Press the Space Bar. Insert Last Name.
Press Enter to place the cursor on the 2nd line of the label.
Click on the ADD-INS TAB. Click the TBarCode Panel.

The TBarCode Office Panel displays at the right side of the window.

Clear all data from the Barcode Data box.

Click “Insert Field” and select ID from the resulting pop-up window. Click Close.
Click **Advanced Settings** in the **TBarCode Office** left panel. Click the **Appearance TAB**. **DESELECT** the “**Print Text**” checkbox. Click **Apply**. Click **OK**.

Click **Insert Barcode**.

From the **MAILINGS TAB** – select the **Finish & Merge** down-arrow.

Select **Edit Individual Documents**.

Click **OK** at the resulting window.
MS Word creates a NEW DOCUMENT – named Labels ##. You will print this document but will NOT need to save it.

Let your mouse hover over the margin marker on the ruler at the top of the MS Word window.

Drag slightly to the right to move the label contents to the right – just slightly.

This will ensure the barcode doesn’t get “cut off” on the left side when peeled from the label sheet.

Load the printer with a sheet of labels. (Avery 5160)

Print the Labels## document.

No need to save the Labels## spreadsheet – but verify they printed correctly.

Keep the Master Labels Document for Student Barcodes document pristine – by selecting do not save – when closing the document.

Each time you open the Master Labels Document for Student Barcodes file – you will begin again with creating new spreadsheet data to merge with this file.

Choose the Master Student Data Spreadsheet file.

Enter new Student Data – and save under a new name – new date added at end of file. Close the spreadsheet.

Open the Master Labels Document for Student Barcodes file, and select YES when the resulting message appears.
Click the MAILINGS TAB and select “Select Recipients – Use Existing List”.

Browse to and select the Recipient File with the new date.

You do not need to add the fields back in – you simply need to select “Finish & Merge – Edit Individual Documents”.

Print the labels and close the newly-created document without saving it.

Step 2
- Check-out the iPad to the student using the Destiny Software (see directions in this guide.)

Step 3
- Onboard to Wifi and Install Network Profiles for District-Issued student device to iPad

  Make sure that the iPad is on the PPSK network. Please see the Librarian for this password. The only person in the building with the PPSK password should be the LMS. Once you have the iPad connected to PPSK, please locate the ‘onboard’ icon.

  - Press the “Start” button and agree to the terms and conditions.
• Select ‘Olathe Students’.

• Select ‘District Issued Device’.
- Enter in the student’s username and password for the network. An example of this is: 124pr07. The password is the student’s network password. This username and password should be the same username and password that they use to log onto a desktop computer at school.

- Enter the asset tag for the iPad. This is the sticker on the back that begins with “APP000….”.
- Tap install twice.
- Go to settings and switch the Wifi from PPSK to OPS233 Access.

After installing the profile, you may still need to join the wireless network. To do so:
1. Go to the main screen of your iPhone.
2. Tap the Settings icon.
3. Tap Wi-Fi.
4. Set the Wi-Fi switch to On
5. Select the OPS233 Access network.

A checkmark will appear next to OPS233 Access when you are successfully connected to the wireless network.
**Step 4**
- Install Self-Service on iPad so it will receive invitations from MDM (mobile device management)
- Launch Safari
  - [https://jss.olatheschools.com:8443/enroll](https://jss.olatheschools.com:8443/enroll)
  - Login with your district network login. **Example:** 730cjs18, **NOT** the email address.
  - Select **Install Certificate**. Tap **Install**. Tap **Install**. Tap **Done**.

You are now an enrolled iPad user in OPS.

**Step 5**
- Clean and case the iPad

**Step 6**
- Provide the student with the white Apple-brand charging cube and cable.
Reporting Damage to Technology and Arranging for Pick-up

Scenario
A student or staff iPad is damaged. The student or staff member has been assessed a fine, if applicable. The student’s or staff member’s damaged or non-working iPad has been checked in. A new iPad has been checked out to the student or staff.

Steps
- Complete the iPad Help Request Form and Attach to the iPad (see page 70)
- Email iPadHelp@olatheschools.org with the fillable form attached
- Secure the iPad in a locked location (noted above)

Scenario
A student or staff iPad is damaged. The student or staff member has been assessed a fine, if applicable. The student’s or staff member’s damaged or non-working iPad has been checked in. A new iPad has been checked out to the student or staff.

- Email iPadHelp@olatheschools.org with the following information (required)
- Print, fill out and tape this form for the iPad
- Secure the iPad in a locked location (noted above)

<table>
<thead>
<tr>
<th>Building</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of staff member submitting request</td>
<td></td>
</tr>
<tr>
<td>Name of student or staff member that the iPad is checked out to</td>
<td></td>
</tr>
<tr>
<td>Date of request sent to iPadHelp</td>
<td></td>
</tr>
<tr>
<td>iPad asset barcode number</td>
<td></td>
</tr>
<tr>
<td>iPad serial number (found in settings)</td>
<td></td>
</tr>
<tr>
<td>Was a fee assessed? If so, by who?</td>
<td></td>
</tr>
<tr>
<td>Was the iPad checked out of Destiny? If so, by who?</td>
<td></td>
</tr>
<tr>
<td>Is a new iPad checkout out to the student in Destiny?</td>
<td></td>
</tr>
<tr>
<td>Description of issue</td>
<td></td>
</tr>
<tr>
<td>Location of building where it will be stored - waiting on Tech Staff to pick it up</td>
<td></td>
</tr>
</tbody>
</table>

Note: When building inventory reaches below 10 iPads, notify iPadHelp@olatheschools.org
Changing the payment information on a student iPad

If your iPad asks you to verify payment information before getting an APP from the APP store, please follow the directions below.

Go to the APP store and tap ‘featured’ at the bottom. Scroll all the way to the bottom of the screen and tap on your Apple ID.

Tap ‘View Apple ID’. Sign in with your Apple ID password.
Tap on ‘Payment Information’. The payment information window appears.

The **APP Store** wants to make sure that each area is filled in completely. Verify that ‘None’ is selected for the student’s iPad under **payment type**. Verify each student has a **title** selected and the phone number (**with area code**) is filled in completely.
Changing the Student’s Name Associated with the Apple ID

With help from a teacher or parent, students can go to appleid.apple.com and click “Manage your Apple ID”.

Log in with the current Apple ID and password. You will see options to edit name, Apple ID and primary email address.

This can be used when a student is adopted and/or the student’s name is legally changed.

This may affect network logins such as the computer login, iBoss login, Gmail and Google Classroom accounts – if it is also changed in Technology/Synergy. Please verify any name changes and ramifications of a name change.
Requesting an Asset Tag Reset (Voucher)

The vouchers@olatheschools.org email address should be used if an Asset Tag reset is needed. Requests sent to that address will reach multiple technology staff so the most available can respond. This is used when an iPad is restored for various reasons and the same certificate will be used to onboard the iPad.

Using Find My iPad for a Lost or Stolen iPad

If a student’s iPad is lost or you think it might have been stolen, the steps on the website below may help you find it.  https://support.apple.com/en-gb/HT201472

ALL STUDENTS should have Find My iPad turned on at all times.
Unlocking the Student Apple ID Account

Scenario
A student or staff’s Apple ID Account is locked because they entered an incorrect Apple ID password too many times.

Steps
The Apple ID password is the password that students will use to get APPs from the APP Store and log into their iCloud. To reset this password, please go to the following website or scan the QR code:

https://idmsa.apple.com/IDMSWebAuth/login.html?appIdKey=0a36f222ee571c5acffcd32158ff48ee9aa0bb906a3ed61c0ab557d0bc00177&path=/teacher/validate&view=3

Enter the teacher’s Apple ID and password to reset the student’s Apple ID password.

Click sign in.
Enter the student's apple ID and birthdate. Type the CAPTCHA/special code to continue.

You will then be prompted to change the apple ID password for that student.
Another option is to go to the following website and enter the student’s Apple ID:

https://iforgot.apple.com/password/verify/appleid

Then, select a method of password retrieval that you would like. Sometimes, it is easier to start with trying to answer the security questions. Email verification could take a while to process through.
Unlocking the 6-Digit Passcode

If a student *enters an incorrect passcode too many times*, the iPad will lock. The iPad will be disabled for a certain amount of time. The timeframe increases with each incorrect attempt.

If the iPad is needed immediately, the only way to fix this issue is to restore the iPad using the library MacBook.

**Process:**
- Email the vouchers@olatheschools.org to request a voucher reset.
- Power off the iPad completely.
- Hold the Home button (while iPad is off) and simultaneously plug in the iPad to the MacBook using the sync/charge cable.
- Continue to hold the Home button until a message displays in iTunes.
- You will be asked to select Restore twice.
- Wait until the "Welcome" screen appears.
- Disconnect the iPad from the MacBook and prepare the iPad as a new iPad for that student.
Setting Restrictions on Student iPads

This should be done very infrequently – and only upon parent or administration request.

Tap Settings. Tap General. Tap Restrictions.

Tap Enable Restrictions.
Set a restrictions passcode. Re-enter the passcode. **DO NOT FORGET IT!!**

Enable the specific restrictions for that iPad by toggling the switches next to the category that needs restricting.
After a parent, teacher, or administrator sets restrictions on an iPad, please put a note into the notes section of destiny with the restriction code. It is also recommended to give the restriction code to each of the student’s teachers.
Resetting Student Passwords via MyPass.olatheschools.com

All certified teachers in the district may “vouch” for students and reset their district network password at any time. This allows certified teachers to assist students who may have forgotten their password or who have an issue with a password. The student district network password is the same password used to access middle school and high school district student email accounts. When it is reset, the student network password is sync-ed with the student Google email password. This sync process typically takes only 1 minute to occur after the password reset but can take up to 15 minutes to sync depending on multiple scenarios.

Resetting Student Passwords via MyPass.olatheschools.com

- It doesn’t matter who is logged in to the laptop or desktop computer, simply access the website: http://mypass.olatheschools.com
- Click “Reset my Password”.

- Enter the student’s network ID in the User Name field. See below. This is the Network ID – not the Student ID#.

- Click Logon.
- Enter the teacher’s network ID and teacher’s network password.

- Click Voucher.
• Enter the new desired password for the student in both the **Password** and **Confirm** fields.

![Password Reset Screen](image)

• Press **Submit**.
• Verify a success message is received.
• The student’s password is now changed and will sync with the district student email account – usually within 1 minute – but can take up to 15 minutes.

![MyPassword Login Screen](image)

**IMPORTANT:**
The student **must** log in to a district computer/laptop and change to a permanent password after MyPass is used! This is a mandatory step!
Updating Student Email Passwords (Gmail) on an iPad After 90-Day Password Change

Students will login to their Google Account using Safari at: gmail.com

Enter the student’s email address and password.

Choose the Google APPs button at the top right corner of the window (9 small squares).

Choose the My Account Button.

Choose Sign-in & Security.

Choose Password and Sign-in Method

Click Password.

Enter your “old” password.

Enter your new network password you just created to use on a desktop/laptop computer. You will enter it again to confirm entry of the new password.

Your Gmail APP on the iPad will auto-sync and you will continue to receive emails without the need to delete the APP and re-add it on the iPad, which would require entering the email address and password again as well.

This is the preferred method to be used upon student password changes every 90 days as it does not involve deleting an APP and re-downloading the APP from the APP Store.
Student Access to Wireless at Home on the District-Issued iPad

When Olathe Public Schools students take a district-issued iPad home, students will need to know the steps needed to access Wi-Fi; and, they must know the steps needed to login to the district login window which validates their identity and then provides access to filtered Internet sites and downloading of appropriate APPs (restricted access provided).

**They must also know what their Olathe Public Schools Network Account Username and Password is and have verified they are able to use it at school - before attempting to login at home.**

**Student Responsibility:**

- Students MUST know their network ID and their network password.
  - If they don’t know this information, they will be unable to login to the iPad via the SAFARI Web Browser login window at home.
  - The student MUST know that the username and password work in conjunction when attempting to login to a district computer or laptop.

**Example:**

- District Network Username: 730cjs18 (this is NOT an email address)
- District Network Password: ******** (used to login to any computer in the school building)

**Steps to Take at Home to Login to Access Wi-Fi, Internet and Download APPs**

- You must have Wi-Fi at home to be able to access the internet on your device at home.
- Open the settings APP on your iPad.
- Then tap on “Wi-Fi.” Select your home WiFi from the list of options. You may need to change from OPS233 Access to your Home WiFi – the first time you access at home. You will then be prompted to type in the password for your home Wi-Fi if necessary.
Once you have selected your Home WiFi, you will locate the iBoss icon. It will be labeled ‘Home Internet’.

Open the iBoss APP. You will be prompted to enter in your district username and password. This is the username and password students use to log on to a computer at school. District Username Example: 128jcs18

Once you have logged on a Bing internet screen will appear. This means that you have internet access and can use the internet as needed.
Troubleshooting Tips for Home Wi-Fi Access to District-Filtered Internet

- If a site is blocked at school, it will be blocked at home as well.  
  **Example:** Facebook, Instagram, etc. as well as all other prohibited websites.

- Students must **keep the browser window OPEN** to continue to access the internet on the student iPad and to download APPs in the APP store. Do not swipe to close to the window. Be aware the iPad “connection” may timeout after a period of non-use and the student will need to repeat the login process.

- **USERNAME AND PASSWORD ISSUES** – this is the cause of almost ALL issues. The student may need to change the password at school and **verify it allows them to login to a district computer or laptop**.

- **Power OFF and then ON the iPad to ensure it has the latest updates** distributed by the district.

- **Email PowerUP@olatheschools.org with any issues.**
Apple TV Instructions

1. Locate your Apple TV remote in the box provided.

2. Locate your Apple TV. This small black box should be attached to your projector, or sitting on top of it.

3. Point the remote directly toward the Apple TV, and press the round silver button. A small blue light should appear, indicating the device is turned on. This will need to be done each day prior to using your Apple TV.
4. Make sure the projector is turned on, and use your projector remote to switch to Video, HDMI, or Computer 2, depending on the type of projector you have. The AirPlay message should appear on your screen with your Apple TV information.

5. On your iPad (this can be teacher OR student iPads), swipe up from the bottom to reveal the AirPlay option. Select this, find the Apple TV code that matches your room number, and make sure the “mirroring” option is turned on (swipe right – it will be green).
**Troubleshooting the Apple TV**

Make sure you are connected to Internet and Bluetooth is turned on. Staff and student iPads should be connected to Wifi **OPS233 Access**.

If you have gone through the question and answers to troubleshoot below and your problem is still not resolved, please contact **ipadhelp@olatheschools.org**.

**Q. Airplay icon does not appear on my iPad, what do I do?**

- First try Swiping up from the bottom and turn on “Airplane” mode, then turn off.
- Turn Blue tooth on. If neither of these work, on your iPad, Go to Settings > General > Reset on bottom right > Reset All Settings.
- On your Apple TV go to Settings > Airplay > ensure that Airplay is turned on.

**Q. I turned on my Apple TV and I see a Silver Apple or Connect to iTunes symbol**

A. Email **ipadhelp@olatheschools.org**

**Q. I have Airplay but I don’t see my room number.**

A. Restart Apple TV in **Settings > General > Restart**. You can also follow the settings in first question above.

**Q. I selected my room number in Airplay but nothing is happening.**

A. Make sure you swipe **Mirroring** on **(green)**. You may need to swipe up a little further to see mirroring.
Content Area Websites:
Math: Envision: www.Pearsonsuccessnet.com
ELA: Think Central: https://www.-k6.thinkcentral.com/ePC/start.do
Science: Pearson ConnectED: www.connected.mcgraw-hill.com

Charging Cubes/Cables

- Colored Charging Cords: The colored charging cords and blocks are to be used in classrooms only with a charging cube and a power strip.
  - If a colored charging cord or block is damaged please interschool mail the damaged cord to the Technology Support Center to the Apple Team and be sure to include your name and building location to request a replacement at iPadHelp@olatheschools.org.

- White Charging Cords: The white charging cords and blocks are for students to use to charge their device at home. They should NEVER be brought to school.
  - The white charging cord and the white charging block separately cost $19.00 a piece to replace. Contact your building bookkeeper to assign fees first and then request a new charging cord or block for replacement. The building bookkeeper will log into Destiny and assess the fine.

MS MacBook Apple ID

What’s the AppleID and password for the middle school MacBook?
XX.ipad@olatheschools.org (Use the school code CT, CST, etc. for XX.)

What is the password?
XXstud3nt (Use the UPPERCASE school code CT, CST, etc. for XX.)
As you know, student passwords expire every 90 days. It is recommended you have a process for allowing students to change their network password and record the new password each quarter.

**Student’s Name:** ____________________________________________ **Student ID#:** _____________

**Student’s Network Username:** __________________________________

Please pay close attention to the usernames and passwords used for each application/scenario below. Notice that some passwords will change every 90 days (synch-ed with the network login password) and some will not change unless the student changes the password.

<table>
<thead>
<tr>
<th>Network Login used for: School Laptops &amp; Computers, Home Wi-Fi/iBoss</th>
<th>Username and Password</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Username:</strong> ____________________________________________</td>
<td><strong>Password:</strong> ___________________________</td>
<td>This username is used to login to all school desktop and laptop computers. It is also used for home wi-fi access, when logging in using the iBoss web filter icon on student iPads. The student’s network password is set to require a password change every 90 days. <strong>Forgot password?</strong> See a teacher first, then LMS for assistance. Must login to a laptop or desktop computer after receiving a temporary password from a teacher or LMS to create a permanent password.</td>
</tr>
</tbody>
</table>

| Google Login used for: Student Gmail, Google Classroom | Email address: ____________@students.olatheschools.com | **Password:** ___________________________ | This username is the student’s full email address and the student’s network password. When the student changes their password, it syncing with Google Email and Google Classroom within 15 minutes. **Forgot password?** See a teacher first, then LMS for assistance. Must login to a laptop or desktop computer after receiving a temporary password from a teacher or LMS to create a permanent password. **Change password on Email APP?** There are two methods for changing an updated password. See “Changing password on Student Gmail Account” instructions on Student Resources website on the Olathe Public Schools website. |
| **Apple ID:** Apple ID: ___________@students.olatheschools.com  
Password: _____________________ | This username is used to login to iCloud on the student iPad as well as in the APP Store or iTunes Store to access/download APPs, etc. The student’s Apple ID password will not change unless the student changes it.  
**Forgot password?** Students may self-assist by accessing the following website:  
https://iforgot.apple.com/password  
See a teacher or LMS for assistance, if needed. |
| **StudentVUE:** Username: ________________________________  
Password: ________________________________ | Each middle school student must create a StudentVUE account to use the StudentVUE APP on the iPad. The data operator in the administrative offices can assist any student with creating the initial StudentVUE account.  
**Forgot password?** Students may self-assist by accessing the following website:  
https://studentvue.olatheschools.com  
Select forgot password. |
| **Textbooks:** Math Username: ________________________________  
Password: ________________________________  
**Science** Username: ________________________________  
Password: ________________________________  
**Social Science** Username: ________________________________  
Password: ________________________________  
**English/LA** Username: ________________________________  
Password: __ABC123_ | Math Textbook URL/APP:  
Science Textbook URL/APP:  
Social Science Textbook URL/APP:  
English/LA Textbook URL/APP: |
<table>
<thead>
<tr>
<th>MS Office 365 APPs:</th>
<th>Username: <a href="mailto:___________@stu.olatheschools.org">___________@stu.olatheschools.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Word</td>
<td>Password: ________________________________</td>
</tr>
<tr>
<td>Excel</td>
<td></td>
</tr>
<tr>
<td>PowerPoint</td>
<td></td>
</tr>
<tr>
<td>OneDrive for Business</td>
<td></td>
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</tbody>
</table>

This username is used to login to the Office 365 site for accessing Office 365 Online. It is also used to access via the iPad APPs (Word, Excel, PowerPoint and OneDrive for Business). The password for Office365 synchs with the student’s network password and thus is set to require a password change every 90 days. When the password changes, students must change the password on the APP as well.

**Important:** In order to use the Office 365 APPs on an iPad, students must first visit the Office 365 account on a laptop or desktop computer first and establish their OneDrive for Business account.

Use the website: [login.microsoftonline.com](https://login.microsoftonline.com)

Login with the username shown at left (this is **NOT** an email address) and the student’s current network password.

**Forgot password?** See a teacher first, then LMS for assistance. Must login to a laptop or desktop computer after receiving a temporary password from a teacher or LMS to create a permanent password.

See **Office 365 for Students** on the Students Resource Page on the Olathe Public Schools website for additional information about Office 365 for Students.
Scenario
A student or staff iPad is damaged. The student or staff member has been assessed a fine, if applicable. The student’s or staff member’s damaged or non-working iPad has been checked in. **A new iPad has been checked out to the student or staff.**

- Email iPadHelp@olatheschools.org with the following information (required)
- Print, fill out and tape this form for the iPad
- Secure the iPad in a locked location (noted above)

<table>
<thead>
<tr>
<th>Building</th>
<th>Name of staff member submitting request</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Name of student or staff member that the iPad is checked out to</th>
</tr>
</thead>
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<table>
<thead>
<tr>
<th>Date of request sent to iPadHelp</th>
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<table>
<thead>
<tr>
<th>iPad asset barcode number</th>
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</tr>
</tbody>
</table>

| iPad serial number (found in settings) |
| iPad serial number (found in settings) |

| Was a fee assigned? If so, by who? |
| Was a fee assigned? If so, by who? |

| Was the iPad checked out of Destiny? If so, by who? |
| Was the iPad checked out of Destiny? If so, by who? |

| Is a new iPad checkout out to the student in Destiny? |
| Is a new iPad checkout out to the student in Destiny? |

| Description of issue |
| Description of issue |

| Location of building where it will be stored – waiting on Tech Staff to pick it up |
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