

iPad Care Policy

VERSION 3; JULY 2020



iPad Inventory Overview

Tagging and Kiosks

Every iPad has a SCWIB tag and a secure locking kiosk. Each kiosk is labeled with its corresponding iPad's SCWIB tag number.

The SCWIB tag can be found in two places:

1. The back of the iPad
2. The bottom of the lock screen



The locking kiosks are labeled in two places:

1. On the front base
2. On the back base



Each key is labeled to correspond with the kiosk it unlocks. The labels can be found in two places:

1. The colorful tag on the keyring
2. Written in black on the keys themselves



Software Configuration

The iPads are designed to run one app in a secure kiosk mode. This app is Forms on Fire, and the menu is pictured below.



CareerLink Registration



CWDS

Cleaning and Care Guidelines

Materials

1. Use **only** the following cleaners on the iPads:
 - a. Isopropyl alcohol
 - b. Camera lens cleaner
 - c. Water
2. Use **only** the following materials for cleaning iPads:
 - a. Lint-free microfiber cloth
 - b. Glasses lens cleaning cloth
3. **Forbidden Cleaners** - under no circumstances should the following cleaners or solvents be used on an iPad:
 - a. Window cleaners (Windex)
 - b. Household cleaners
 - c. Aerosol sprays
 - d. Ammonia
 - e. Abrasives
 - f. Cleaners containing hydrogen peroxide

**THE USE OF ANY NON-APPROVED CLEANERS OR MATERIALS ON THE IPADS
COULD RESULT IN IRREPARABLE DAMAGE.**

Cleaning Procedure

1. Remove all cables and accessories from the iPad's ports.
2. Dampen your cleaning cloth with a small amount of cleaner.
3. Gently wipe the screen and surfaces of the iPad. Do not drip any cleaner into the ports.
4. Allow the iPad to air dry completely before storage.

Care Rules

1. Never remove the screen protector from the iPad
2. Never expose the iPad to water or humid conditions
3. Do not expose the iPad to extreme hot or cold
4. Do not lay the iPad screen-down on any surface other than a soft cloth
5. Do not remove the SCWIB asset tag from the device
6. Should the iPad come into contact with water, submerge it in a container of dry rice immediately for at least 24 hours

Daily Operation Procedure

Before CareerLink Opening

1. Remove the iPads from their charging stations.
2. Check that each iPad has the correct software configuration.
3. Place iPads in their designated kiosks according to their SCWIB tags.
4. Double-check that the locking mechanism has engaged properly.
5. Leave the iPad on the main menu of the registration app.

During CareerLink Operation

1. Disinfect iPads when they are not in use by wiping down the screen and kiosk with alcohol.
2. Ensure the kiosks have not been tampered with nor opened.
3. Ensure participants are appropriately using the iPads.

After CareerLink Closing

1. Assess each iPad and its kiosk for damage. Report all damages immediately.
2. Remove each iPad from its kiosk.
3. Place the iPads in their charging stations. Ensure each iPad is connected to its charger.
4. Ensure the room is locked before leaving.

What to do if...

The Software isn't Working

1. Open a ticket on the help desk
2. Assign it to Holly LeMaster
3. Append "iPad" to the beginning of the ticket title

4. In the ticket body, thoroughly describe the issue. **You must include the SCWIB tag number or the IT department cannot fix the issue.**
5. Your ticket should be similar to the below example:

Name * Please insert your name. <input type="text" value="John Smith"/>	Email Address * Please insert your email. <input type="text" value="jsmith@scpaworks.org"/>
Type * Please select a type. <input type="text" value="Help Desk Ticket"/>	Agent Please select a agent. <input type="text" value="Holly LeMaster"/>
Subject * Short description of the ticket. <input type="text" value="iPad Software Not Working"/>	
Description * Detailed description of the ticket <div><div>B <i>I</i> <u>U</u> “ ” </div><div>The software on the iPads isn't working! The registration icons aren't appearing. The SCWIB tag is 1992.</div></div>	

The iPad is Damaged

1. Immediately report damages to your supervisor
2. Create a ticket on the help desk
3. Assign it to Holly LeMaster
4. Make the title: “iPad Damaged”
5. In the ticket body, include the following things:
 - a. SCWIB tag number
 - b. Detailed description of the damage
 - c. How the damage occurred
6. Place the iPad and its corresponding kiosk and keys in a secure location to await removal by the IT team

The iPad is Stolen/Lost

1. Immediately report theft or loss to your supervisor

2. Email the appropriate IT staffer as designated by your supervisor. Don't forget to include the iPad's SCWIB tag number.
3. Contact the authorities if appropriate

Agreement

I understand how to appropriately secure, maintain, and care for the iPads stationed at my CareerLink. I will follow these guidelines to the best of my ability and report any issues to the IT department. I understand that failure to follow these guidelines could result in penalties.

Name (print): _____

Signature: _____

Date: _____