Johnston Community School District

iPad Help Guide for Johnston CSD

About This Guide

This guide contains some quick tips and information to help you troubleshoot your school-issued iPad at home.

If you encounter a problem that isn't addressed in this guide, please submit an iPad support ticket at https://www.johnston.k12.ia.us/support/index.php or contact the following for assistance:

Tech Support Email: techsupport@johnston.k12.ia.us

Tech Support Hotline: 515-270-4926

This guide was last updated on May 18, 2022.

This guide is also available offline in the **Books** app on your school iPad.

For more help, please visit the **JCSD Parent Tech Hub**.

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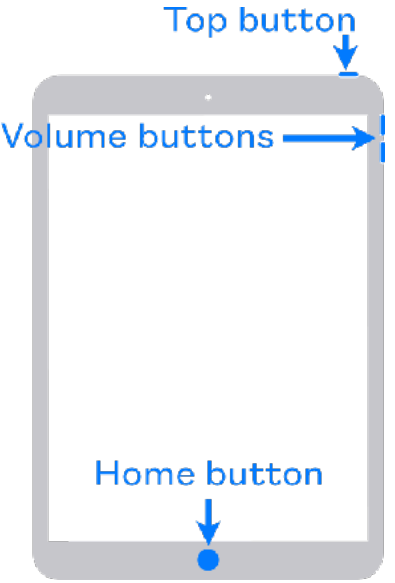
General iPad Tips

In this section are some step-by-step guides on how to best maintain your iPad's hardware.

iPad Button Layout



Top button
Press to wake your device or put it to sleep. Press and hold the top button to turn your device off or on.

Volume buttons
Use to adjust the volume when listening to music, watching videos, or playing games.

Home button
Use the Home button to unlock your iPad. Press the Home button once to go to the Home screen.

[Source: support.apple.com]

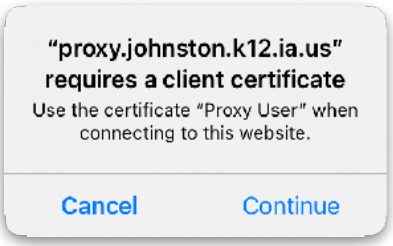
Connecting to the Proxy Network

In most cases, troubleshooting iPad problems will start by making sure your device is connected to the proxy network.

1. Connect your iPad to your home WiFi network.

2. On your home screen, find and tap on the Proxy Connect icon (pictured right).

3. When you open this app, it may ask you to download some certificate settings. Tap on **Continue** to accept the certificate.

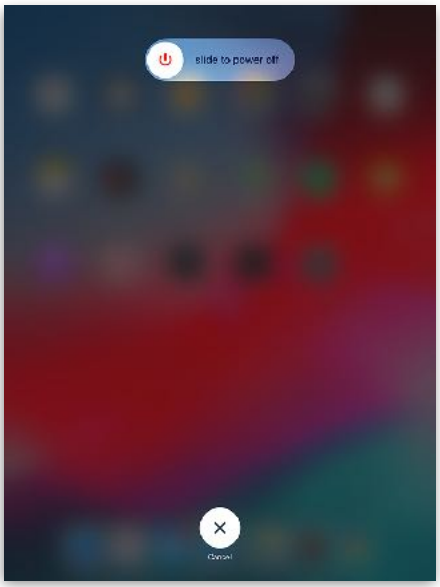


4. If the connection is successful, you should see the Johnston Community School District homepage appear. You should now have access to Self Service, the Internet, email, and any other apps that require an Internet connection.

Shutting Down Your iPad

In order to keep your iPad's battery calibrated, it's important to shut down or restart your iPad once in a while. We recommend shutting your iPad down at least once a week.

1. Hold down the power button (located on the top left corner on the back of the iPad).



2. A shutdown slider will appear onscreen. Swipe the toggle to the right to power off the iPad.

3. To turn the iPad back on, press the power button again until the white Apple logo appears onscreen.

Charging Your iPad

If you notice that your iPad isn't charging, follow these steps.

1. Make sure to use the iPad brick included with your iPad to charge the device. The iPad uses a **10W charger**; using a smaller **5W charger** meant for phones may cause your iPad to charge slowly, or not charge at all.

10W charger for iPad (image from support.apple.com).

*5W charger for iPhone (image from support.apple.com). This charger is **not** suitable for charging iPads.*

2. If your iPad is still having problems charging, check the condition of the brick and cord. A damaged brick or cord may not work to charge the iPad.

3. Lastly, sometimes a hard reset will get an iPad to start charging correctly again.

Performing a Hard Reset

If you are experiencing issues with your iPad such as apps crashing or battery glitches, a good first step is performing a hard reset on your iPad.

1. Press and hold down both the power button and the home button on your iPad. The home button is located on the bottom center of the front of the iPad, and the power button is located on the top left corner of the back of the iPad (directly above the camera).

2. After about five seconds, the screen should go black. Keep holding the buttons down until you see the white Apple logo appear, at which point you can let go of the buttons.

Keeping Your iPad in Good Condition

If your iPad screen is dirty, you can clean it using a clean, soft microfiber cloth.

Do not use rubbing alcohol or other cleansers on your iPad. If you have concerns about sanitizing your iPad, please take it to iPad HQ.

To help keep your iPad clean, avoid eating or drinking while using the device. Keep liquids away from the iPad in case of spills, since liquid may damage the electronics.

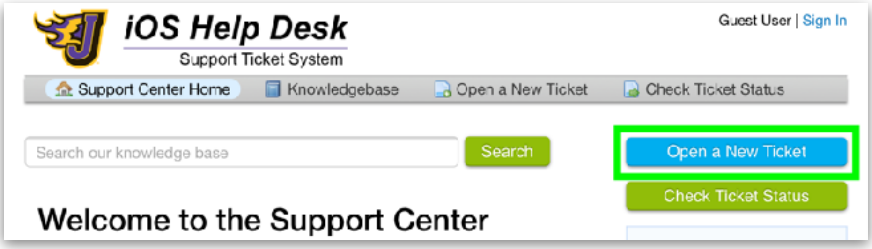
To prevent damage to the iPad's screen and screen protector, avoid setting objects on top of the iPad. Be mindful of surrounding objects when putting the iPad into your bag or backpack to avoid putting pressure on the screen.

Submitting a Help Ticket

If you aren't able to find a solution to your problem in this help guide, please use the iOS Help Desk to submit a work ticket to the technology department.

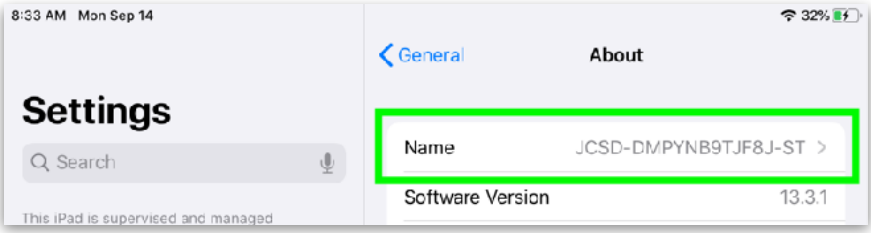
1. Open the iOS Help Desk web clip icon on your iPad's home screen, or go to https://www.johnston.k12.ia.us/support/.

2. Click or tap on the button that says "Open a New Ticket."



3. Fill out the form and hit "Create Ticket" at the bottom to submit your ticket to be reviewed by the district technology team.

Tip: For "Device Name," look up your iPad's name in the Settings app under General > About.



iPad App and Software Tips

In this section are some step-by-step guides on how to best maintain your iPad's software.

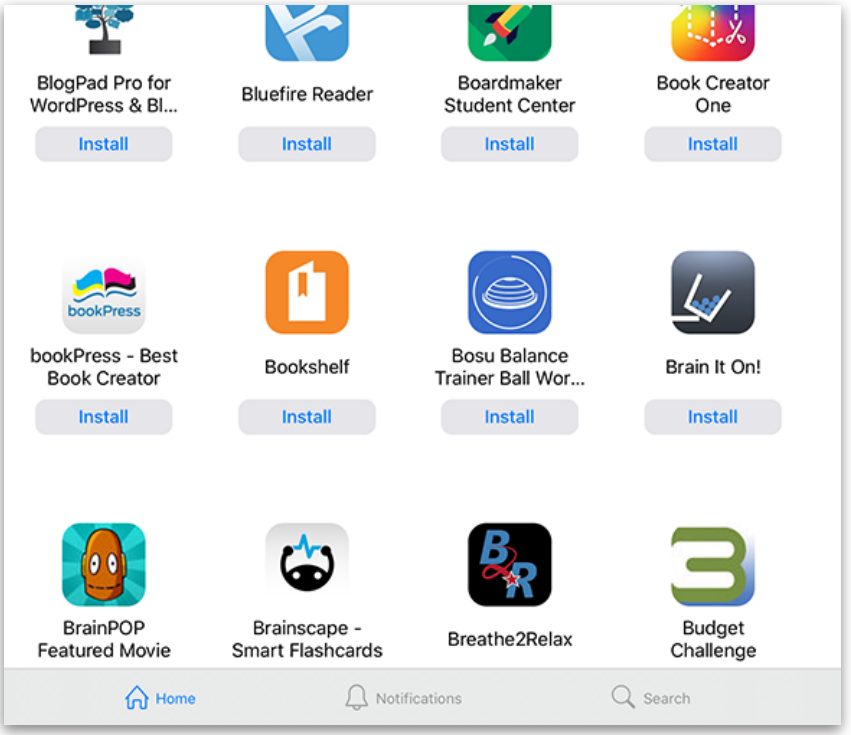
Installing Apps

Because your iPad is managed by Johnston Community School District, app downloads are handled through a specialized app called **Self Service**.

Self Service replaces the App Store and contains only apps that have been approved by JCSD for student use.

1. Search for an app using the **Search** button in the bottom right corner.

2. When you find the app you want, tap the **Install** button below the app's icon. You can also tap on the icon itself for more information.



Updating Apps

Since Self Service replaces the App Store, updating apps also works a little differently than on a standard iPad. Apps do not automatically update and must be manually updated by reinstalling them in Self Service.

1. To update an app from home, first make sure that your iPad is connected to the Johnston network via the proxy connection.

2. Find the app you want to update in Self Service, then tap **Reinstall**. You do **not** need to delete the app from your iPad. Then, **reinstall** the app from Self Service; this will install the newest available version of the app.

When you reinstall an app this way, only the app data will be updated; your stored data should not be affected.

Updating iOS

iOS is an operating system designed for Apple mobile devices. To keep your iPad running smoothly, it's best to keep iOS as up to date as possible.

1. Before updating your iPad, it must be connected to WiFi and either at least 50% charged, or plugged in with at least 20% charge remaining.

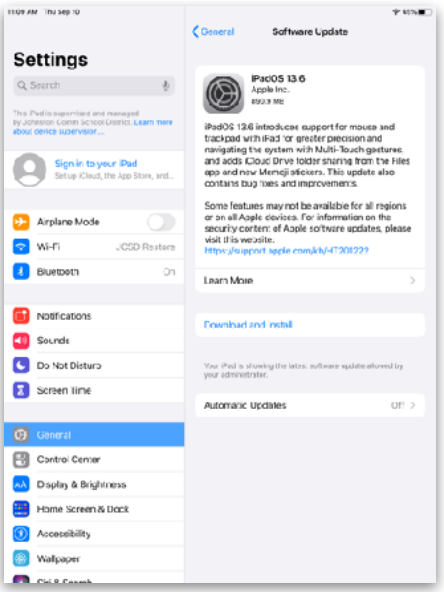
2. To update iOS, first open the Settings app.

3. On the left-hand side, tap on General.

4. On the right-hand side, tap on Software Update.

5. If an update is available, you will see the option to download or install it. Tap on this link.

6. If you don't want to install the update immediately, you can set the iPad to update overnight as long as it remains plugged in and charging.

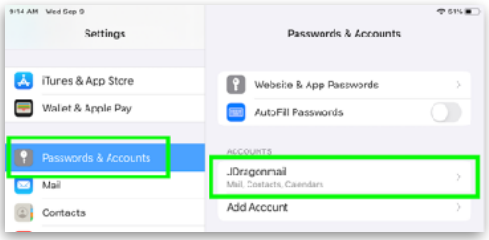


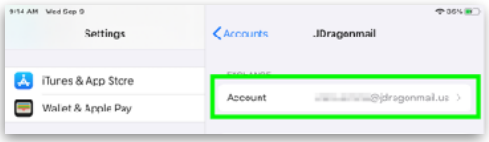
Reconnecting Your Email

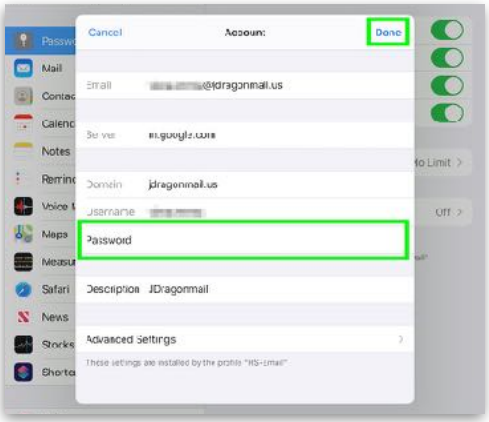
Occasionally, you may stop receiving emails on your iPad at home. If so, follow these steps to reconnect your account.

1. Make sure that your iPad is connected to the proxy network (see page 5 for instructions).

2. Open the Settings app, then find Passwords & Accounts on the left-hand side. Inside the Passwords & Accounts menu, tap on JDragonmail. At the top, tap on Account. This should open a list of options for your email account.







3. In the Password field, retype your school password (example: `ab1234`). When you're finished, tap Done in the upper-right corner.

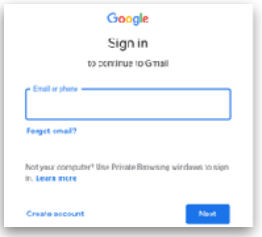
4. Depending on how many emails are pending, it may take a few minutes for your inbox to refresh.

Creating an Email Filter Rule

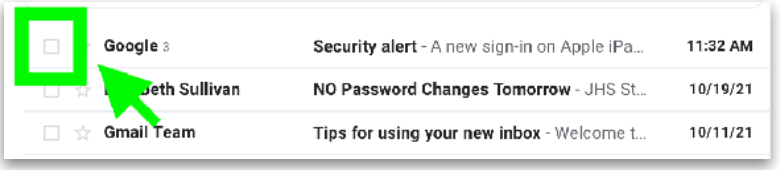
If you find your inbox filling faster than you can read, use email filter rules to sort your emails automatically.

While you cannot directly create filters in the Mail app on your school iPad, you can set up filters using the Gmail interface which will work with your Mail inbox.

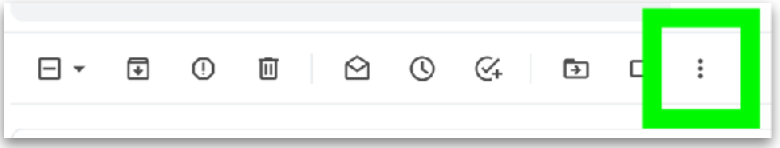
1. 1. Using Safari or another browser, log in to https://mail.google.com using your school email login. (Note that you will have to enter your full email address including @jdragonmail.us to log in.)



2. Once you log in, locate an email of the type you would like to filter and check the box to its left.



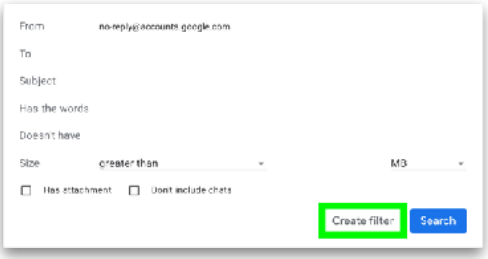
3. After selecting the email, some additional buttons appear in the row above your mailbox. Click on the ⋮ icon to open the **More** dropdown menu.



Creating an Email Filter Rule, cont.

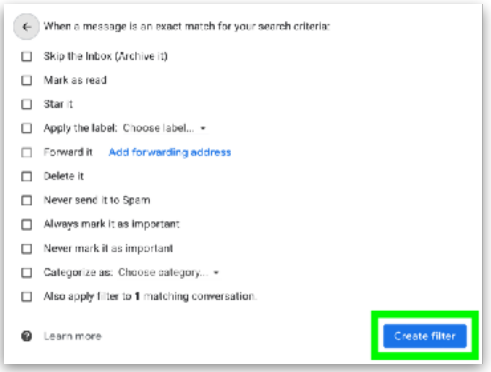
4. From the dropdown, select **Filter messages like these.**

5. In the window that opens, you can select the conditions under which to filter your emails. You can filter your mail by sender, recipient, subject keywords, attachments, etc.



Once you have set your conditions, click **Create filter.**

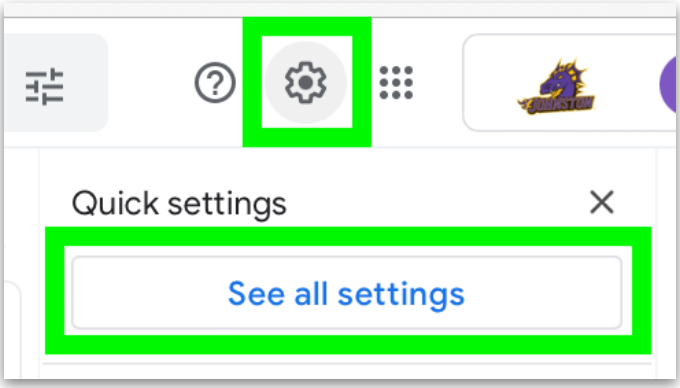
6. On the next screen, choose the action you would like to apply to the filtered emails. You can choose to automatically archive messages, mark them as read, apply labels, and more.



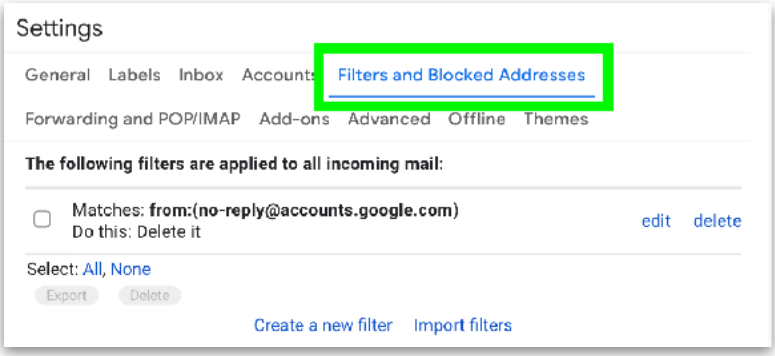
Once you have selected the action(s) you want, click **Create filter.**

Managing Email Filter Rules

1. If you ever need to edit or delete a filter you've already created, click the **gear** icon at the top of the webmail page to open the **Settings** menu, then click the **See all settings** button.



2. In the **Settings** menu, click on the **Filters and Blocked Addresses** tab. This will show you a list of all of the filters you have created, with the option to edit or delete them.



Backing Up GoodNotes

Before you backup your data from GoodNotes 5:

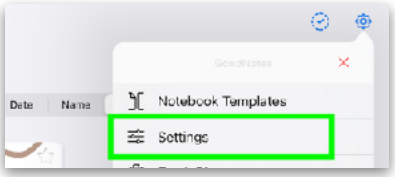
1. Install **Google Drive** on your iPad if it is not already installed.

2. Log in to Google Drive using the **account** you want to use to backup your data. If you are a senior, remember that your JDragonmail account will be deactivated after graduation; use a personal account if possible.

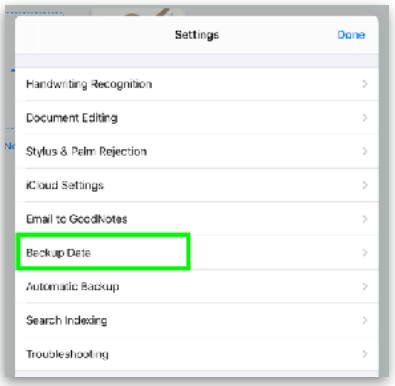
Backup to Notebook Format

This method of backing up data will save your notebooks as GoodNotes files, which can be opened again on another device that has GoodNotes installed.

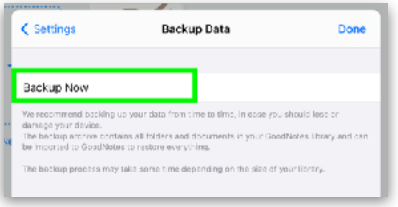
1. Click on the gear in the upper right corner, then click on **Settings** from the dropdown menu.



2. In the Settings menu, tap on **Backup Data.**



3. Tap on **Backup Now.** This will compress all of the notes in your app into a single .ZIP file and get it ready to upload.



4. If you have Google Drive installed, it should appear as a location to which you can backup your notes. Tap on **Drive.** If Google Drive does not appear on this page, you will have to install it from Self Service.

5. Select the account to which you want to backup your notes. If you are a graduating senior, make sure to use a personal account so that you continue to have access to your notes after your school account is deactivated.

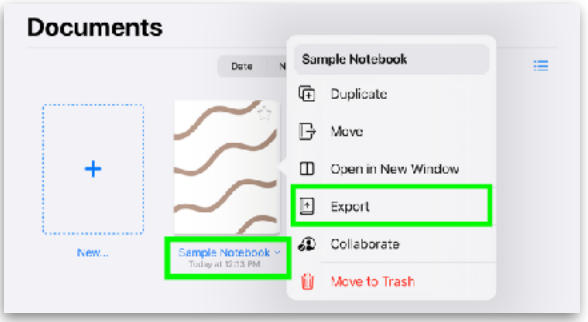
6. Tap on **Select Folder** at the bottom of the window. Choose where you want to store your backup file, then tap **Upload** to save it there.

Backup to PDF Format

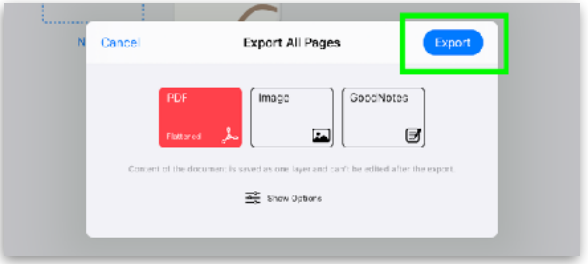
This method of backing up data will save your notebooks as a PDF, which can be opened and viewed on most devices, even without GoodNotes installed. However, you can only export one notebook as a PDF at a time, and you won't be able to edit the notebook again once exported.

Backing Up GoodNotes, cont.

1. Tap on the name of your notebook, then tap on **Export** in the pop-out menu.



2. Make sure the **PDF** option is highlighted, then tap **Export** in the upper right corner of the window.



The following steps are the same as for Backup All Data.

3. If you have Google Drive installed, it should appear as a location to which you can backup your notes. Tap on **Drive.** If Google Drive does not appear on this page, you will have to install it from Self Service.

4. Select the account to which you want to backup your notes.

5. Tap on **Select Folder** at the bottom of the window. Choose where you want to store your backup file, then tap **Upload** to save it there.

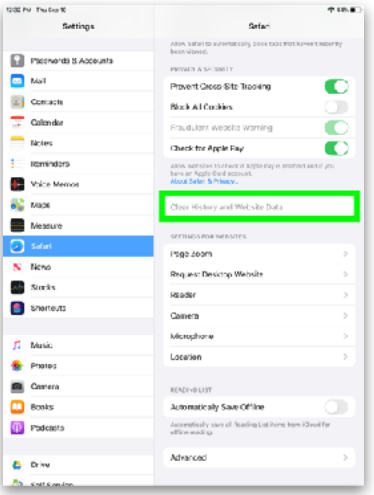
FAQ

Q: What is my school password?

A: Students can ask a teacher or iPad HQ to look up their password. Parents and families can also access this information from the Infinite Campus Parent Portal.

Q: When I try to open a website, I get a message saying that my connection is not private. How do I fix this?

A: Make sure that your iPad is connected to the proxy network (see page 5 for instructions), then go to Settings > Safari and tap on Clear History and Website Data. After that, try to reopen the website. If you are still not able to open the website, contact iPad HQ.



Q: Where can I get a new screen protector/iPad stand?

A: Please let iPad HQ know if you need a new screen protector or iPad stand. Screen protectors cost $5.00 to replace. This can be added to your fees on Infinite Campus.

Q: Where is the App Store?

A: On school iPads, the App Store has been replaced by Self Service, which contains apps that have been pre-approved for district use. The regular App Store is not available on school iPads.

Q: How do we get an app added to Self Service?

A: If you find an app that you think would be useful for class, please have your **teacher** contact the JCSD technology department to request it. Include the name of the app, whether or not it costs money, how many people would be using the app, and what it would be used for.

JCSD Technology Responsible Use Agreement

- I understand that I am responsible for my use of district technologies and the use of the tools is for academic and educational purposes.
- I will practice digital citizenship by using information and technology responsibly, legally and ethically.
- I understand the use of the Internet and technology is a privilege and not a right; there are consequences for not adhering to the Student Technology Responsible Use Policy and administrative regulations.
- I will honor property rights and copyrights with information and technology.
- I will keep my intellectual property safe by saving in specified locations, using and safeguarding passwords, and using my own account.
- I will practice personal safety by safeguarding identities while online or offline. I will not participate in any form of cyber-bullying or harassment.
- I will use technology in a respectful manner, sharing equipment and resources.
- I will only use district-approved technology, tools, resources and applications while on JCSD campuses.

- I understand that users must use the district wireless access points; no personal or other access points should be used on district campuses.
- I understand that personally owned devices are not allowed on district networks nor used for online access.
- I will refrain from attempting to or use any software, utilities, applications or other means to access Internet sites or content blocked by filters.
- I will only capture video, audio, or pictures with the consent of all persons being recorded, their knowledge of the media's intended use, as well as the approval of staff member.
- I will report any problems with the equipment, resources or network to a teacher or administrator in a timely manner.
- I understand that the district's technology resources are the property of the district. I have no expectation of privacy with respect to any materials therein, and all use of district technology resources may be monitored with or without notice.
- I understand that I may be responsible for any damage or loss I cause to district technology resources.

Additional Links

- Technology Services on the Johnston CSD Homepage
- Johnston CSD Digital Learning Environment Handbook - Elementary
- Johnston CSD Digital Learning Environment Handbook - Secondary
- Digital Learning Tools - An up-to-date list of apps currently used in the Johnston district.
- Parent Tech Hub - Additional step guides, tutorials, and other useful information for parents and students at home.