

When it breaks:

****If it still works**

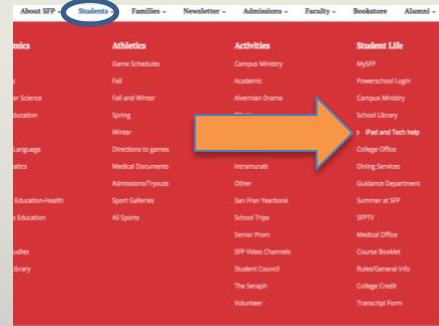
1. Make sure that your **Notability** is **backing up** either to icloud or to google drive (in notability bottom left corner click on the gear and autobackup or icloud)



2. Make sure there is an **iCloud** backup of the iPad within 24 hours (if there isn't go into settings, general, on the right side swipe to the bottom for backup, then click it to see the date and create a backup if needed.

***If the iPad doesn't work or is dangerous to use please report it ASAP**

For Tech questions go to the SFP website:



1:1 iPad Program
Scroll to the Bottom for:
SFP Tech Help

Lost iPads – iPads that are not locked up properly will be deemed lost (due to the negligence of the user). These iPads must be put into lost mode immediately and reported to the iPad office. If they are not found within 48 hours a check for the replacement cost must be

All other questions can be emailed to
email.questions@stfrancisprep.org

If you have any questions regarding the iPad please email Ms. May or Ms. Donovan at
nmay@stfrancisprep.org
cdonovan@stfrancisprep.org



iPad Problems & Breakages

What to do

St. Francis Preparatory School
Fresh Meadows, NY

Next Steps: Bring it to Ms. May ASAP

1. Broken iPads are collected on the last day of the week.
2. Your iPad should be repaired and returned to you the first day back from the weekend. If not, you will get a **loaner device** provided to you while your iPad is out for repair. You must know your apple password to complete this.
3. Please **do not update the iOS** on your loaner iPad while it is out on loan to you.

iPad Repair Costs:

With the insurance your iPad repair cost is as follows for each year:

First repair (for the academic year) completely covered with no deductible.

Second repair there is a \$25 deductible.

Third repair there is a \$100 deductible.

Fourth repair the complete cost of the repair is owed to the school.

Setting up Loaner:

As you are setting up your loaner device you must:

Select English

United States

Login to the Wifi

Username = Student ID #

Password = (computer password or ID # again).

Enable Location Services

Select setup from an icloud backup.

Set Up iPad

Set Up as New iPad >

Restore from iCloud Backup >

Restore from iTunes Backup >



What does restoring do?

Your personal data and purchased content will appear on your device, automatically.

Login to your apple ID account

Select the most recent backup that you have (should be within 24 hours). If you can't select it show Ms. May.

Wait for the backup to install.

Password Problems:

Here is information on where to go for different password problems you may have:

- Apple ID (also iTunes U): reset it online at iforgot.apple.com
- Google (school Gmail, Google Drive, Google Classroom): email email.questions@stfrancisprep.org
- MySFP: reset it online at www.sfponline.org
- Computer account: visit the computer lab W201 to have a staff member reset it
- Wifi access: visit the computer lab W201 to have a staff member reset it
- PowerSchool: reset it online at https://sfponline.powerschool.com/public/account_recovery_begin.html
- Pearson Textbooks: Your student Powerschool password
- Sadlier Vocabulary: see your English teacher, who can reset it for you
- Turnitin: reset it using the Reset Password link on