

General iPad Problems

Here's a checklist of things to look for when you need your iPad to work better:

- **iOS.** Go to *General > About* to check your software version (iOS). Your iPad iOS should be 12.4. If it is lower, update as soon as you can spare 20 minutes and are connected to wifi. *Settings > General > Software Update*.
- **Wifi.** The internet may be acting up and need a reset. Even though the Wi-Fi looks like it's on, the internet may not be. Go to *Settings > Wi-Fi*. Tap on *DVUSDmobile* and *Forget This Network*. You may have to do this several times.
- **Memory.** Your apps and iOS use a lot of memory and sometimes it helps to clear it out. Hold down your on/off button and the home button at the same time until the iPad shuts off.
- **Apple ID and iCloud** Make sure they are active!

iCloud

If you've signed into your school Apple ID,
make sure you're signed into your iCloud too!

Open **Settings** and tap on your Apple ID (top left).

--If you see **iCloud**, tap on it.

Most of your apps will be toggled green and your iCloud is working.

--If you see **Start using iCloud**, tap on that.

Sign in using your Apple ID password.

Forgot password? Go to the school library homepage and request a password reset. You'll have to wait up to 24 hours for the reset email to arrive.

Why do you need iCloud?

- iCloud can **save files** from Apple apps like iMovie, Pages, and Numbers.
- Many **apps need iCloud to work properly**...even Google apps!
- You can set up your **Notability** to sync with your iCloud so you never lose your notes. Open Notability, tap on the cog icon at the bottom of the screen, choose iCloud Syncing, and activate the toggle.
- **If you lose or damage your iPad**, you won't lose all your hard work. The files in apps that save to iCloud will download on your replacement iPad.

Apple ID

Your school Apple ID is
username@appleid.dvusd.org

Open **Settings** > **Sign in to your iPad** (top left)

a. **New OC students:** Copy and paste the username and temporary password from your Apple Manager email into sign in fields. You will enter temp password twice. You'll be asked to create a new password. If didn't get an email, go to SDOHS library website for password reset link. (It may take up to 24 hours to get an email.)

b. **Returning OC students:** Sign into your district Apple ID. (username@appleid.dvusd.org) If you've forgotten your password, go to SDOHS library website for password reset link! (It may take up to 24 hours to get an email.)

Personal Apple IDs and Learner Email Apple IDs are **NOT** allowed on DVUSD school iPads.
DVUSD iPads contain no App Store. Students install apps via the DVUSD App Catalog found on student iPads.

Canvas

Canvas is experiencing trouble right now with file submission.

A fix is on the way. Meanwhile...

If you are having trouble submitting a file to Canvas, try this:

1. Share the file you need to submit to the **Files App**.
 - a. Tap on **Share** > **Other Apps** > **Share** Note > **Save to Files** > **iCloud Drive** > **Add**
2. Open **Safari**, go to **dvusd.instructure.com** and log into your Canvas account.
3. Open the assignment. Tap on **Submit Assignment** > **Choose File** > **Browse**.
Your file should show up. Tap on it and send.