

Last updated December 8, 2021

Restart iPads Regularly

It is not just Apple updates that need to be done on iPads. Some apps will update properly only when you turn off and then turn on the iPad. Turn off the iPads by holding down the top button of the iPad. Push the top button again to turn the iPad back on.



Keep Your iPads Updated

1. Make sure your iPads are updated with the latest iOS (iPad Operating System).

Click here to see the most Recent iPad OS Update.

- 2. If your iPad is more than one iOS behind your iPads may not work as well. If the iPad is still on iOS 12 when the newest update is iOS 14 then it is past time to install a new iOS.
- 3. Here is how to update the iOS.
 - 1. Check the current iOS on the iPad
 - 2. Open Settings



- 3. Open **General** and then **About**. Review whether the iPad is 5th generation or older or it will not work within HISD.
- 4. Check the Software Version to see if the number matches the most recent iOS from Apple's website. <u>Click here.</u>

	General					〈 General	About
Settings			S	ettings			
·	About	>		J		Name	Purple iPad (2) >
Andrew Houlik-Ritch	Software Update	>		Andrew Ho	ulik-Ritch	Software Version	12.5.5
Apple ID, iCloud, iTunes & App St			G	Apple ID, iCloud,	iTunes & App St	Model Name	iPad 3
	AirDrop	>				Model Number	MD787LL/A
> Airplane Mode	Handoff	>	▶	Airplane Mode	\bigcirc	Serial Number	DMPLNGLAFK12
S Wi-Fi HISD-guest	Multitasking & Dock	>	?	Wi-Fi	HISD-guest		
Bluetooth On			*	Bluetooth	On	Songs	Loading
	Accessibility	>				Videos	Loading
Notifications				Notifications		Photos	Loading
	USE SIDE SWITCH TO:		()	Sounds		Applications	41
Sounds	Lock Rotation		C	Do Not Disturb		Capacity	64 GB
C Do Not Disturb	Mute	~	X	Screen Time		Available	38.18 GB
Screen Time	Rotation Lock is available in Control Center.						
			Ø	General		Wi-Fi Address	60:03:08:E1:63:25
😧 General	iPad Storage	>		Control Center		Bluetooth	60:03:08:E1:63:26
Control Center	Background App Refresh	>	AA	Display & Brightne	ess		

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5. If the iPad is more than one number behind the current iOS number listed on the Apple website, open **Software Update.** Make sure the iPad is plugged in or the update will not install.

General			Ceneral Software Update
		Settings	
About	>		iOS 12.4.9 Apple Inc.
Software Update	>	Andrew Houlik-Ritch	37.1 MB
		Apple ID, iCloud, iTunes & App St	This update provides important security updates and is recommended for all users.
		Airplane Mode	For information on the security content of Apple software updates, please visit this website:
		Wi-Fi ATTVcp3ipi	https://support.apple.com/kb/HT201222
		Bluetooth On	
		Notifications	Download and Install

6. Open the Download and Install to begin updating the iPadOS. This process can take 30-60 minutes.

iOS 15.1	
iOS is up to date	

Erase All Content and Settings

Use this option to erase and reinstall new copies of all apps on the iPad. This can fix errors that are occurring or if the iPad cannot connect to HISD-wifi. <u>All HISD iPads should use HISD wifi, not HISD-guest.</u> If you cannot connect to HISD-wifi, or it is not visible in the Wi-Fi settings, it is time to erase the iPad.

37 AM Wed Dec 1		✤ 95%
	Wi-Fi	
Settings		
This iPad is supervised and managed by Houston	Wi-Fi	
Independent School District. Learn more about device supervision	✓ HISD-wifi Hidden Network	ê ≎ (ì)
Andrew Houlik-Ritchey	MY NETWORKS	
Apple ID, iCloud, Media & Purchases	HISD-guest	â 🗢 (j)
Airplane Mode	OTHER NETWORKS	
🕤 Wi-Fi HISD-wifi	DIRECT-77-HP M252 LaserJet	ê 🗢 🚺
Bluetooth On	Samsung Galaxy S7 edge_9927	€ ? (j)
	Other	
Notifications		



Here are the steps to Erase All Content and Settings.

- 1. Open Settings and General.
- 2. Open Reset or Transfer or Reset iPad.
- 3. Open Erase All Content and Settings.

9:41 AM Wed Dec 1			9:42 AM Wed Dec 1	₱ 94% ■)
	General			Ceneral Transfer or Reset iPad
Settings			Settings	
This iPad is supervised and managed	About	>	This iPad is supervised and managed by Houston Independent School District.	
by Houston Independent School District. Learn more about device supervision	Software Update	>	Learn more about device supervision	
			Andrew Houlik-	Prepare for New iPad
Andrew Houlik- Ritchey	AirDrop	>	Ritchey Apple ID, iCloud, Media	Make sure everything's ready to transfer to a new iPad, even if you don't currently have enough iCloud storage to
Apple ID, iCloud, Media & Purchases	AirPlay & Handoff	>	& Purchases	back up.
	Picture in Picture			Get Started
Airplane Mode			Airplane Mode	
🛜 Wi-Fi HISD-wifi	iPad Storage	>	Wi-Fi HISD-wifi	
Bluetooth On	Background App Refresh	>	Bluetooth On	
Notifications	Date & Time	>	Notifications	
Sounds	Keyboard	>	Sounds	
C Focus	Fonts	>	Focus	
Screen Time	Language & Region	>.	Screen Time	
	Dictionary	2	Ø General	
🙆 General			Control Center	
Control Center	VPN & Device Management	>	Display & Brightness	
Display & Brightness			Home Screen & Dock	
Home Screen & Dock	Legal & Regulatory	2	Accessibility	
(i) Accessibility	Transfer or Reset iPad		Wallpaper	Reset
() Wallpaper	Shut Down		Siri & Search	Erase All Content and Settings
	Shut Down		Sin & Search	

4. You will be prompted to Erase this iPad. Open Continue and Erase iPad. The iPad will restart.



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5. Select the language and country for the iPad.

	Select Your Country or Region
English	United States

6. Select **Set Up Manually**. Select the **HISD-guest** network initially. HISD-wifi will be available once the reset process is complete.



7. Select **Next**. You should see a window with Remote Management information. This system allows the iPad to get all the approved HISD apps and settings. (If the Remote Management prompt does not appear, submit a Service Desk ticket with the iPad's serial number.)



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8. After the iPad finished installing standard apps you can add other approved apps by clicking on the Self Service app. Select Install for HISD-wifi and any of the other apps you need. If the Self Service app will not open or there are no apps visible, submit a service desk ticket with the serial number of the iPad. Change the iPad's wifi to HISD-wifi.



Imagine Learning on iPads

Imagine Literacy and Imagine Español work best if accessed through the Imagine Learning app on iPads. If the Imagine Learning app is not visible on the iPad, it will need to have the Erase All Content and Settings to be done from above.



1. Print out the Imagine login cards through the Imagine Learning links on Clever. Teachers of record and campus Imagine Learning administrators can print Imagine login cards. <u>These are not the same as Clever Badges.</u>





Click to see video directions for printing student login cards.

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2. Students will access Imagine Español and Imagine Language and Literacy on the Imagine Learning app.



3. Students can login using the Scan QR Code option or by entering the user information on their individual Imagine login card. Be sure to show students how to switch the iPad to use the Back Camera so they can take a picture of the QR code.

	nagine eading Español Galileo K–12	Imagine Language + Literacy Reading Español Galileo K-12		
Log in to	your account	Scan Login Card		
	Username Student or User Id			
	Password 📀 Show			
Scan CR Code	or Site Code:			
	Log In			
		Back Comero V		

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