

Connecting Your iPad to the Internet at Home

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Overview

The Sioux City Community School District is providing students in grades K-1 an iPad to support their education. There will be times when your student will be working from home – for homework or to continue learning when school is not in session in the school building. This document provides information to connect that iPad to a WiFi at home.

Confirm that the System Starts-Up and Student can Log In

You have just gotten home with your iPad. The first thing to do is confirm that the iPad is still working.


- **Press and hold the top button until the Apple logo appears on the screen. The top button is easier to find on the back side of the case.**
- **If the iPad doesn't turn on, you might need to charge the battery.**



Getting on the Internet

When you bring your iPad home you need to configure it to connect to your home network. This is going to be dependent on your network at home and we hope you are familiar with what needs to be done. What we will do is provide you with directions on where to go on your iPad to select your wireless network.

Connect iPad to a Wi-Fi network

1. Go to Settings  > Wi-Fi, then turn on Wi-Fi.
2. Tap one of the following:
 - **A network:** Enter the password, if required.
 - **Other:** Joins a hidden network. Enter the name of the hidden network, security type, and password.

If  appears at the top of the screen, iPad is connected to a Wi-Fi network. (To verify this,

*Another suggestion would be to contact the company that installed your Internet and/or wireless. They should be able to help you connect.

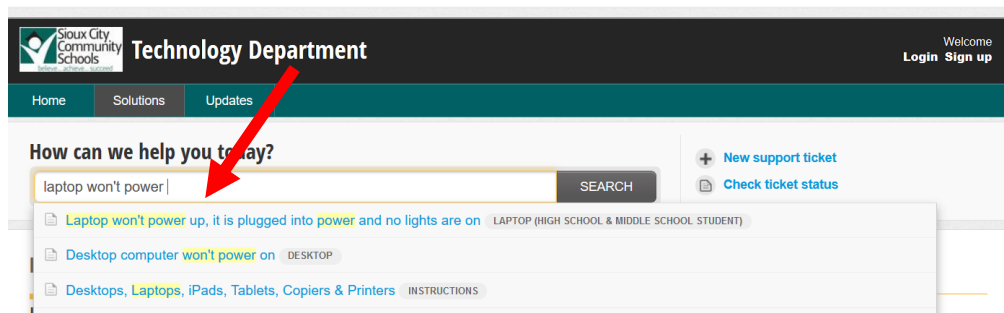
Where to get Help

Technology is technology and does not always work the way we want it to! So where do you go for help?

Look for a Solution in the Help Desk

First stop is our help desk web site where we have been collecting issues and solutions. You can search for a solution there.

1. Go to <http://sccsd.freshdesk.com/support/home>
2. Click on the Solutions tab first to see if you can resolve the issue without creating a ticket. At "How can we help you today?" type the problem you are having and click Search. Look at the solutions. If you are unable to fix the problem create a ticket.

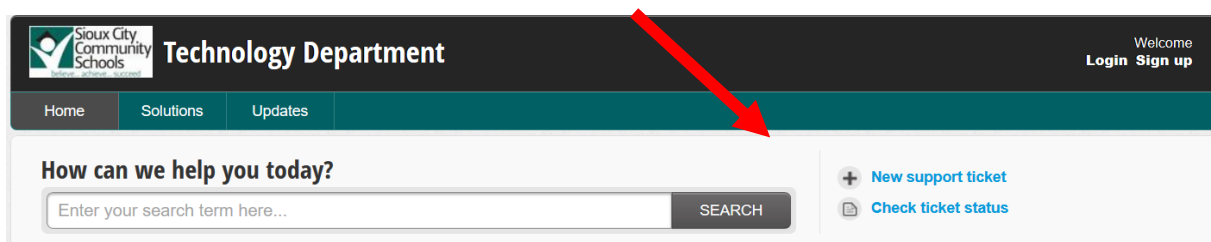


Help Documents for Elementary Students using iPads

Enter a Help Desk Ticket

If you were not able to find a document that would help solve your problem you can enter a help desk ticket into our system. Tickets will be assigned to techs who will help you with a resolution. Here is how you create a help desk ticket.

1. Go to <http://sccsd.freshdesk.com/support/home>
2. Click New support ticket





3. At Requester, type your email address and your name on the second box.

Requester *

howardl2@live.siouxcityschools.com

Laura Howard

4. At Problem, type a brief description of the problem

Problem *

My laptop won't power on

5. Choose your school (even if you are learning online from home)

Building *

Loess Hills

6. At Room Number or Area (Staff & Teachers) type Home if you are learning online from home and a phone number where you can be reached.

Room Number or
Area (Staff &
Teachers)

Home 712-111-2222

7. At Customer, choose Student

Customer *

If the issue you
choose is Phone
(Desk) type your
phone extension

...

...

Parent

Staff

Student

Teacher

8. At Issue, choose an issue from the dropdown arrow

Issue *

Computer

9. At Description, type a detailed description of the problem and what you have done to troubleshoot.



Description *

B *I* U

My laptop won't power on. I pressed the power button but no lights turn on. The power adapter is plugged into a working outlet. I tried my power adapter on my brothers laptop and it charged his laptop.

10. Click Submit. Your ticket will be automatically assigned to a technician who will contact you.

Submit

Cancel

[Give us a Call](#)

Thirds stop is to call our help desk number (712)279-6803. We will try to help you out or direct your call. We have people answering that phone from 7AM to 7PM. If you do receive a message, please leave us a voice mail with your name, student ID and a description of your problem and we will get to it as soon as we can.