

iPad Rollout Blueprint

Thank you for participating in this year's iPad rollout! Here you will find a blueprint of the operations and key players that compose the handout.

Goals

The handout is meant to fulfill three major goals.

1. Ensure both parents and students watch, read, and sign all necessary videos and documents on proper iPad and internet use.
2. Using our inventory system, assign one iPad per student (along with accessories).
3. Guide the students through the iPad setup process.

Major players

Attendees

The people receiving the iPads.

Greeters

Greeters are the first people attendees meet. They will greet and provide the attendees with a printed copy of their SUSD email address credentials, and documents for signing. They will also check the ID of each guardian. They will then be directed towards a Traffic Conductor.

Needs: sorted papers with student info, stacks of printed instructions, stacks of insurance fliers, access to aeries, access to printer / copier.

Traffic Conductors

Traffic Conductors will lead attendees to their instructional classroom, as well as ensure that there are no more than 20 students (plus their parents) per classroom.

Classroom Managers

There will be two Managers assigned per classroom. One will vocally guide and address the attendees and start the video segments, while the other gets a head start preparing the iPads for the attendees.

Needs: classroom with projector, presentation laptop, speakers, laptop for scanning iPads, laser scanner, boxes of iPads, boxes of iPad protective cases, boxes of writing pens.

Transportation Team

People helping in transportation will help deliver and retrieve things for classrooms, such as boxes full of iPads, stacks of documents, and leftover cardboard.

Needs: transportation carts or dollies, place to store recycling material.

Tech Support

The technology department will be on standby to provide tech support.

Detail

Here is the process in more detail.

Before the day of the rollout

Phone calls or fliers will be sent to each attendee so they are aware of the requirements they must fulfill before attending the rollout. This could include a designated schedule, ID cards, time expectations (parents should expect to spend about an hour per session), etc.

Greeting the attendees

Greeters will first meet the attendees and verify the parent's ID with Aeries. They will then provide each attendee with the following:

- A small paper with the student's permanent ID, name, SUSD email address, and email password.
- A copy of the agreement forms.
- A flier with information about insurance.
- A copy of the iPad set up instructions.

The Greeter will then direct the attendee to a Traffic Conductor.

Conducting traffic to classrooms

There will be multiple classrooms available for sessions, and each classroom will host 20 attendees and begin their sessions when their seats are filled.

Traffic Conductors will keep track of which classrooms are full and which are awaiting more attendees to begin a session. The Conductors will direct attendees to their classrooms and fill them up in sequence. Usually, by the time the last classroom is being filled, the first classroom will be ending their session and awaiting more attendees to begin another session.

A closed classroom door signals a full classroom. An open door signals open for new session.

In the classroom

After attendees enter the classroom, the Classroom Managers will give each parent a writing pen, and make sure to take note of which students are in their classroom. The easiest way to do this is collect the card containing the email address and permanent ID of each attendee.

While Manager 1 instructs the attendees to sit down and watch the video, Manager 2 will begin assigning iPads to permanent ID's by doing the following:

1. Grab an iPad.
2. Scan the iPad's barcode (found on the back of the iPad) into Alexandria using the laser barcode scanner
3. Assign the iPad to the student's permanent ID number
4. Place a sticky note with the attendee's name (or tape the email card) on the back of the iPad
5. Set iPad aside (DO NOT HAND OUT DURING VIDEO OR BEFORE COLLECTING AND INSPECTING SIGNED DOCUMENTS)

Manager 1 may help scan iPads during the video presentation.

After the video, Manager 1 will instruct parents how to sign their documents correctly and answer any questions.

After the documents are signed, they will be inspected by both Classroom Managers. If the documentation is signed properly, the Managers will collect each attendee's documents and give them their iPad, along with a charger and iPad cover. We recommend collecting the pens at this point, as well.

Setting up the iPads

After the documentation is collected and inspected, and everyone has their iPad, Manager 1 will instruct each attendee to begin following the iPad set up instructions. The Managers should be there to guide anyone stuck in any step, or direct someone with technical difficulties to a Traffic Conductor, who will then lead the attendee to Tech Support.

Ending the session

When someone completes the iPad Setup instructions, they are free to go home. Remind the attendees that they may place their email info card into the plastic sleeve in the front of the iPad case. Throw the recyclable material into a bin and set it outside for Transportation to collect. At any time, Managers may signal to anyone in Transportation to bring more iPads or iPad cases.

Troubleshooting

Here are some problems that have presented themselves historically in previous iPad rollouts, and how to fix them:

- **Page 1 of iPad set up, the Soledad Configuration page becomes stuck or won't allow you to continue.** Usually you'll see a message that says "configuration not found" or "cannot contact server". The best solution has proven to be a hard reset. Perform a hard reset by doing the following:



Hold the power button and home button (pictured on left) at the same time for about 15 seconds. You will see the screen turn off and the iPad begin to reset. After the reset, have the student wait about a minute then try again.

If this still doesn't fix the issue after a couple of tries, please direct the attendee to Tech Support.

- **Attendee takes a long time coming up with a password.** The fastest way to come up with a password is by combining two digits with a word that has the first letter capitalized. As long as the password is 8 characters long or more, it will work. 16Soledad, 99Problems, 678Aztecs are all valid passwords.
- **Attendee is confusing their email and Apple ID passwords.** The SUSD email account requires a password to be accessed (known as their Email or Gmail password). An Apple ID is actually a *separate* account that is using the SUSD *email address as the username*. Therefore, since they are separate accounts, they require separate passwords. Sometimes, attendees simply use the same password for both their email account and Apple ID, which is a fine solution to save time.
- **What is the iTunes Account Password?** It is synonymous with Apple ID. Therefore, they use the same password.
- **Attendee is not receiving their confirmation email from Apple.** This usually happens because the attendee misspells his or her email address while creating the apple ID (Pg 3 of the iPad Setup instructions, step 5). If after 5 minutes the attendee has not received their email, send them to Tech Support. Please be vigilant that attendees do this step correctly.
- **Attendee is not given the option to NOT provide a credit card (Pg 3 iPad Setup, step 7).** This happens when attendee skips steps 2 and 3 of page 3. Send Attendee to Tech Support. Please be vigilant that attendees do not skip these steps.
- **iPad wants to know if it should ask me for my password every 15 minutes?** This is a pop-up that generally appears after the attendee signs into the App Store with their Apple ID. What it means is you have the option to input the password for downloading apps once, then not have to type it in again for subsequent downloads done in the next 15 minutes, or simply require the password for each download. Eventually, the iPad may give the option to not even require a password for free app downloads. The student may choose yes or no.

Parent FAQ's

- **What does the insurance cover? How do I get insurance?** If parents wish to obtain more information on insurance, they can call the number written on the flier they were given by the greeters. The insurance provider is a third party company, therefore their representatives are off campus.
- **Parent declines iPad.** If a parent wishes to not have an iPad, have them sign the section of the form where they decline the iPad.
- **Parent wants stricter rules on iPad.** Some parents are not comfortable with their child having access to certain apps. Although a new, better internet filter will be put in place and all apps rated 17+ are disabled on the App Store, we do not have the ability to block any one specific app in particular.
We can, however, disable the App Store. Direct the parent to tech support after the iPad is set up and we will disable the App Store on the student's iPad.