



## HVRHS iPad FAQ

**Q.** Who gets an iPad?

**A.** *All enrolled students at HVRHS.*

**Q.** Who owns the iPad?

**A.** *The iPad is owned by HVRHS. The student will return the iPad upon graduation or transfer. As with all HVRHS issued equipment, it is the student's responsibility to care for and maintain the iPad.*

**Q.** Do I need an Apple computer?

**A.** *No. HVRHS has chosen the iPad because it can operate in conjunction with any laptop/desktop computer with any standard operating system (OS) that runs iTunes.*

**Q.** Will I still need a laptop/desktop computer?

**A.** *The short answer is yes.*

*While the iPad was never intended as a complete replacement to a laptop/desktop computer it should be able to handle the vast majority of a student's needs. We strongly encourage students to sync their iPad to a computer. Syncing the iPad simply means connecting the iPad to a computer via iTunes and the contents of the iPad is backed up to that computer. The syncing process usually takes a couple of minutes. Syncing or not syncing will not affect how the iPad is used. It just provides a backup of everything saved on the iPad in the event something should happen to it. All students are strongly encouraged to back up their iPads using the Apple iCloud feature. This will ensure that all information stored can be recovered in the event of loss or damage.*

**Q.** When will I receive the iPad?

**A.** *To be determined*

**Q.** Will there be any training on how to use the iPad?

**A.** *Yes. Aside from the "Care and Training of your iPad" orientation and day-to-day use in the classroom we will have training sessions for students throughout the year. We will also offer help sessions so students can drop by with any questions or problems they might have.*

**Q.** May I opt out of using the iPad altogether?

**A.** *No*

**Q.** Can I still use the iPad if I don't have wireless at home?

**A.** *Yes, you can still access your calendar, your homework app and the notes app. Any online content will need to be downloaded and saved to your iPad during the school day. Any electronic submission of work can be done once you return to school. Public libraries and many local businesses offer free wifi.*

**Q.** Do I need to create a separate email account to use the iPad?

**A.** *All the necessary services that we will use at HVRHS, like Google Calendar and Gmail, will be provided through the student's Google Apps account.*

**Q.** Can I install my own Apps?

**A.** *Yes. We want students to be able to load their own Apps. Students will be responsible for keeping their Apps and all data synced and up to date.*

**Q.** What happens if I leave HVRHS?

**A.** *If you transfer out of HVRHS you will simply return the iPad.*

**Q.** I already have an iPad. Will I be able to use that one?

**A.** *Yes. If you already have an iPad you can use it in place of the one we will provide. You must install any required Apps on your personal iPad.*

**Q.** If I use my own iPad, how will I get the correct Apps?

**A.** *All Apps that we require or recommend will be sent to you via email.*

**Q.** How do I purchase content for the iPad?

**A.** *There are many ways of getting content onto the iPad but the primary source will be via iTunes. All of this content can be used with an iTunes account.*

**Q.** Will I need to create a new iTunes account to use with the iPad?

**A.** *An iTunes account is required for use with the iPad. HVRHS requires each student to create an iTunes account using their Google Apps school email address.*

**Q.** I understand that I will need access to an iTunes account to use with the iPad. Don't accounts require a credit card?

**A.** *There are a few ways to deal with this issue. First, it is entirely possible to set up an iTunes account that does not have a credit card attached to it. In order to make any purchases, you would need to first purchase and add an iTunes gift card to the account. Once the gift card amount had been used, no further purchases can be made until another gift card is added. iTunes gift cards can be purchased at the HVRHS school store in denominations of \$10 or \$25.*

*HVRHS strongly encourages each student to open an iTunes account without linking it to a credit card to help avoid excessive charges.*

**Q.** Won't the iPad be a distraction in class? Students playing games in class instead of staying on task?

**A.** *This is something that our faculty has already learned how to deal with as they already face this same issue every day when using existing computers and other electronic devices in the classroom. This is one of the many reasons we are going forward with the program. Our faculty will always continue to learn new techniques on how to keep students on task but educating the students on how to use technology responsibly and efficiently will be one of their biggest assets.*

**Q.** Will the Internet be filtered on my student's iPad?

**A.** *While in school the iPads will be filtered exactly like all devices on our network, however no Internet filtering is 100% effective.*

**Q.** If the iPad is sent off for repair, will I be at a disadvantage in class?

**A.** *If there is a problem with the iPad received through the program, the iPad should be returned to the IT department so we can send it off for repair. The turnaround time for repairs is usually one week. During that time, we will supply a loaner iPad so that there is no disadvantage to the student. As long as the iPad had been synced to a computer, the loaner iPad can be set up exactly like the original with no loss of data and the student can continue using the iPad as before.*

**Q.** If I decide to use my personal iPad, will HVRHS handle the repair and tech support just like they would if we received it through the program?

**A.** *Yes and no. HVRHS IT department will always help any student with problems related to our setup, accessing school resources, or general use issues, regardless of who purchased the iPad. However, as we did not purchase maintenance contracts for your personal iPad, we can't send off your iPad for warranty repair. The Danbury or West Hartford Apple Stores will be able to help you with that.*