

## iPad Replacement Procedures

All broken/non-functioning iPads are to be turned in to the Media Specialist.

Please make sure the following is complete before turning in an iPad to MIT.

1. Go to the teacher's computer where iTunes is installed.
2. Thaw Deep Freeze.
3. Update iTunes (or install if iTunes is not already on the computer).
  - a. Go to <http://www.apple.com/itunes/>
  - b. Click Download iTunes.
4. Plug in iPad via USB cable.
5. You will see a screen similar to this:



- a. Check to see if the iOS needs to be updated. If so, update.
  - b. Perform a manual back-up
6. Freeze Deep Freeze.
  7. Fill out iPad replacement form. ([www.tinyurl.com/rcssipadrepair](http://www.tinyurl.com/rcssipadrepair))
  8. Turn in to MIT:
    - a. A copy of the iPad replacement form
    - b. The broken iPad. PLEASE KEEP CABLES/CHARGERS
    - c. Blue requisition form in the amount of \$50/per iPad identifying the account number for replacement. If the iPad case has been damaged include \$35 for a replacement case. \*If a teacher is paying for the replacement he/she may write a check payable to RCSS.\*

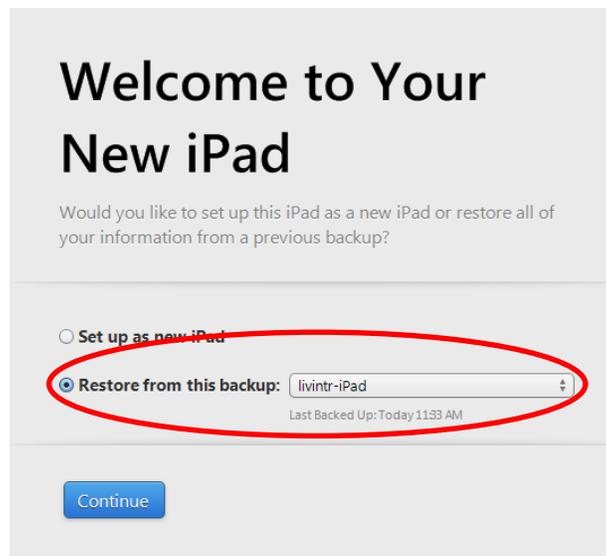
ONCE REPLACEMENT HAS COME IN:

### Update the copy record in Destiny

1. Go to the original copy record in Destiny.
2. Create a note. Include
  - a. Original barcode number
  - b. Original serial number
  - c. State that this is a replacement. Record the nature of the damage to the original.
3. Place a new barcode on the replacement iPad.
4. Update Destiny with the new barcode number.
5. Update Destiny with the new serial number.

### Set up the iPad

1. Put iPad into the case.
2. Plug iPad into the teacher computer via USB.
3. Restore from back-up.



### IF THERE IS NO BACK-UP

1. Turn on iPad
2. Connect to RCSSair (use the teacher's domain username and password).
  - a. You may see a "not verified" message. Tap Accept.
  - b. Tap Next.
3. You may be asked about Location Services.
  - a. Tap the DISABLE option.
  - b. Tap Next.
4. Tap "Set Up New iPad".

- a. Sign in with an Apple ID.
  - b. Use the teacher's iTunes username and password.
  - c. Agree to the Terms and Conditions.
5. You may be asked about the following:
  - a. Siri—tap do not use
  - b. iCloud—tap do not use
  - c. Diagnostics—tap Don't Send
  - d. Register with iPad—set to off
6. Start using iPad
  - a. You will need to set up RCSS email (find instructions at [www.tinyurl.com/rcssipadrepair](http://www.tinyurl.com/rcssipadrepair)).
  - b. Teacher will need to manually put any previously downloaded apps back on the iPad using iTunes.