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:

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- 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)
- 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.

Welcome to Your New iPad

Would you like to set up this iPad as a new iPad or restore all of your information from a previous backup?



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 <u>www.tinyurl.com/rcssipadrepair</u>).
 - b. Teacher will need to manually put any previously downloaded apps back on the iPad using iTunes.