



1:1 iPads at SFP Frequently Asked Questions

Updated on 9/17/2019

Practical Questions:

Which model of the iPad will the school be providing?

The iPad model a student has is dependent on their graduation year. The breakdown is as follows:

- Class of 2020: iPad Air 2
- Class of 2021: 5th Generation iPad
- Class of 2022: iPad (6th Gen, 9.7 inch)
- Class of 2023: iPad (6th Gen, 9.7 inch)

They are purchased with capability in mind. The models have between 16 (Class of 20) and 32 (Classes of 21/22/23) GB of storage.

I forgot my password - how can I reset it?

You have a lot of passwords now, so check this list to see where you should go:

PowerSchool/Google/Computer Wifi Account: visit the computer lab on West Top. This is a six digit code that is used for all these accounts, so please remember it! OR send an email to email.questions@stfrancisprep.org with your name and Student ID number. Be patient - multiple emails means multiple password resets.

Other passwords?

Apple ID (also iTunes U): reset it online at iforgot.apple.com. This is **NOT** your school email address, but rather a personal email that you created before you began school at Prep.

Pearson eTexts: Sign in to the app using the Pearson Easybridge Plus & Auto, type in St. Francis Preparatory school. Use your STUDENT PowerSchool username and password.

MySFP: reset it online at sfponline.org or visit Mr. Hessel in the social studies office.

Sadlier Vocabulary: see your English teacher, who can reset it for you

Turnitin: reset it using the Reset Password link on turnitin.com, or visit the library.

I don't have an App Store?

That's right! No student device has an app store at Prep. Your app store will be called Self Service, and has all the apps you need while you're attending school here. Please do not try to download others - they are not allowed on your device. When needed, you will also use self service to reinstall apps which serves to update your app.

Will certain features be restricted?

Yes. The iMessage app and FaceTime are blocked from all 1:1 program iPads. The devices are also restricted from physically connecting to computers via a USB cord. The device is also limited to certain apps that can be downloaded from Self Service.

How will the monitoring software be installed?

In August, students will be required to pick them up with the monitoring software already installed on the device.

I still don't have the Self Service app - what should I do?

Please see Ms. May or Mrs. Donovan-Demeo in the technology office (W 201A) to have it corrected.

Why isn't my Self Service app working at home?

Self Service is tied directly to our network at Prep, so you won't be able to use it download apps at home. Once you have an app, though, it can be updated on any network.

I erased my iPad, but I can't set it up from home - what's wrong?

Like Self Service, your iPad setup is tied to our network. You must in the building to set up an iPad. If you have erased it for any reason, please come see Ms. May or Mrs. Donovan-Demeo.

I have a software update - should I install it?

Absolutely! Part of keeping an iPad in good working order is keeping all of your software up to date. So whether it's an app or your iOS, update away.

Something is wrong with my iPad - is there anything I can do to troubleshoot the issue?

Yes! Always, the first line of defense in fixing a problem is to turn your iPad off and then on again. Don't just put the iPad to sleep - hold the power button down until you see the Turn Off slider. Then, wait a few minutes and turn it back on. 90% of the time, this will fix the problem.

Program Questions:

How can we purchase insurance?

Everyone will need to purchase insurance through St. Francis Prep. The insurance will be billed at the beginning of the year, and covers damage and theft (this requires confirmation from the police). It does NOT cover lost iPads, which would have to be paid for by the student's family.

Will my student be required to use the iPad to take notes?

Absolutely not. The iPad is a tool to help students in their schoolwork. For many students, that means they will want to use it to keep their notes accessible and organized. However, others may prefer paper, which is absolutely fine. Students will always be able to take notes in a format that is comfortable for them. However they will need to always have their iPad with them.

Should we purchase a separate keyboard?

That's entirely at your student's discretion. Most students are comfortable using only the touch keyboard to type even long assignments. However, students are encouraged to use any accessories (styluses, keyboards, etc) that are comfortable for them. If you are unsure whether your student will want a keyboard or not, consider waiting until a few weeks into the school year when students will have a better idea of their needs and comfort level.

Will cases be provided?

All students will be required to purchase a specific case, which the school will provide. The case is durable and has a 3% breakage rate, and so we require the devices to be in the case in order for any breakage to be covered by insurance.

Will the iPads be collected over the summer?

They will not. Students will be able to use their iPads over the summer months as well. Restrictions and monitoring will continue to be in place during that time.

What happens to the iPads at graduation?

The device will be "released" from management and will officially belong to the student rather than the school - congratulations!

What if I have other questions?

We love to chat! Come see Ms. May or Mrs. Donovan-Demeo in the iPad office with any questions you have. We also love email, feel free to drop us a line email.questions@sfponline.org and someone will get back to you with the appropriate answer.