

University of Kent Academies Trust - iPad User Guide 2023/24 **Chatham Grammar**

This guide is an introduction to your new iPad with instructions on how to sign into some of the apps and services needed for learning whilst at Chatham Grammar. You may have noticed the stickers on the back of your iPad and on your iPad box. **The box sticker has your CG password on it, which is made up of numbers, letters and a special character. You will need to know this password from your first day at the Academy, so please memorize it as soon as you can.** Please also keep the box to hand whilst following this guidance.

Section 1

Welcome to your new iPad!

Firstly, let's turn your iPad on. Press and hold the power button on the top righthand edge of your iPad until the Apple logo appears on the screen then wait for your iPad to load. Once turned on, the first thing your iPad will do is request you to set a passcode. This passcode will be required every time the iPad is used. Without this the iPad and all the data on it is inaccessible. The passcode can contain almost any character that can be produced on the iPad keyboard – but it must be something that you can remember. We also recommend that the passcode is shared with your parent or carer.

In line with the UKAT Acceptable User Policy (Section 5 & 6), which you agreed to when you signed up for the iPad, all your passwords should not be shared with anyone outside your household and the UKAT ICT Support team.

Connecting your iPad to a Wi-Fi Network

Connecting your iPad to a Wi-Fi network is very important because without it your iPad won't be able to communicate and many of your apps won't function correctly.

Please follow the steps below to connect to a Wi-Fi network that is broadcasting its name:

1. Locate and tap on the 'Settings' app; this is the grey cog icon located on the first page of your home screen.
2. From here, tap on the 'Wi-Fi' option in the left panel.
3. The Wi-Fi panel will now open on the right side of the screen.
4. After a few seconds the iPad will display all the Wi-Fi networks it can find nearby.
5. Locate and tap on the Wi-Fi network you wish to join.
6. Enter the password when prompted to do so
7. After joining, the iPad will display a blue tick to show which network you have joined.
8. Press the home button to return to the home Screen.
9. Your iPad is now connected, and will be displaying a Wi-Fi symbol in the top right of the screen

Entering the Password for UKAT Email

Once connected to Wi-Fi your iPad may prompt you to "Enter the Password for Exchange Account...". Please tap 'Edit Settings' and enter the Chatham Grammar password from your iPad box when requested (This is 8 characters long, beginning with Cg and ending with a special character: please note this password is case sensitive). If this prompt doesn't appear, you can enter it manually:

1. Open the Settings app, scroll down on the left panel and tap on 'Mail'
2. Tap 'Accounts' on the right panel then tap on 'Chatham Grammar Email'
3. Tap on 're-enter password' highlighted in blue
4. Enter the CG password from your iPad box in the Password field, then tap the blue 'Sign in' button

Your UKAT email should now be operational and will begin downloading to the blue Apple Mail App in the dock on the home screen.

When opening the Mail App for the first time you will be asked whether to protect your mail activity using the Privacy Protection feature. Please select the option "**Don't protect Mail activity**" as hiding your IP address will prevent you being able to send and receive emails whilst at the Academy.

Section 2

Apple ID

Apple IDs are accounts used to access Apple services like iCloud and the App Store. They are made up of an email address and password. There are two forms of Apple ID; 'Managed' and 'Personal'. UKAT supply a managed Apple ID to ensure your iPad is secure and all data is backed up. This Apple ID can be used for iCloud services but **cannot** be used to install media or apps from the App Store. To sign into iCloud:

1. Open the 'Settings' app
2. Tap on 'Sign into your iPad' at the top of the left panel
3. From here, enter your UKAT supplied email address. This is located on the sticker on the back of your iPad (it has the format username@universityofkentacademiestrust.org.uk), then tap 'Next'
4. Tap 'continue' to sign in with your UKAT account
5. On the next screen enter your Chatham Grammar password; again, this is the password on your iPad box. Then tap 'sign in' and tap 'Yes' to stay signed in on the following screen.

If you receive any error messages whilst doing this, please repeat the process.

You will then be returned to the Settings screen and your name and email address will be displayed at the top of the right panel. As mentioned, you **cannot** use this Apple ID in the App Store for installing apps, so please now:

1. Open the App Store app – this is the icon with a white 'A' on a blue background on the first page of your home screen
2. Tap the blue account icon in the top right
3. Scroll down and tap 'Sign Out'

For installing additional Apps, you will require a Personal Apple ID. If you already use Apple devices it is likely you will have an Apple ID, but we advise that if there is a credit card associated with the account that it is **NOT** left signed in on the iPad. To create a new personal Apple ID please follow the instructions below. You will require a personal email address (Gmail, Hotmail etc.) that is not already associated with an Apple ID to set this up. We advise that this Apple ID is created by a parent/carer using their own credentials, and the password is shared with the student at their discretion, as Apple's terms and conditions require the owner of the Apple ID to be over 13 years of age. You can sign up for an Apple ID from any computer or mobile device with an internet browser:

1. Navigate to www.appleid.apple.com
2. Click on 'Create Your Apple ID' in the navigation bar top right
3. Follow the on-screen instructions, answering all of the relevant questions and making sure all required fields are completed correctly. Please note the applicant must be **over 13 years old**

4. At the bottom of each page, you must enter the security code before clicking 'Continue'
5. You will be required to enter an address for billing information, but you are **not** obliged to enter any credit card information using this method. We recommend you select the '**None**' option in the payment details section. This will prevent any unauthorized purchases being made from this Apple ID
6. You will be asked if you would like to enable 'Two factor Authentication'. This is a security feature which requires another device to be available when signing into the Apple ID. We recommend that this be enabled to ensure only authorized people have access to the account.
7. Continue to complete the sign-up process and you will receive an email to the email address you have supplied, to activate the account.

Once the Apple ID has been created, you can sign in on the iPad which will verify the Apple ID (once any two-factor authentication has been completed). To do this:

1. Open the App Store app from the home screen
2. Tap the account icon top right
3. Sign in with your newly created Apple ID email address and password
4. Once signed in you will be able to install apps from the App Store

Section 3

OneDrive and Office 365 Apps

On your iPad you will find some applications from Microsoft including OneDrive, Teams, Word, PowerPoint and Excel. OneDrive offers you 1TB of storage space for school files, which is enough for your entire learning at Chatham Grammar. You can sign into this by doing the following:

1. Locate and open the 'OneDrive' app from your home screen
2. OneDrive will ask you for an email address; this is on the back of your iPad
3. You will now be asked for a password which is the CG password on your iPad box.
4. Once signed in, OneDrive is now ready to store documents created in any of the Microsoft Office apps. To ensure the documents save automatically, you can sign into the other apps such as Teams, Word and PowerPoint, in the same way.
5. Once complete, any documents created and saved will be accessible from anywhere by navigating to www.office.com and logging in with the same credentials.

Section 4

Caring for your iPad

To ensure your iPad is kept in the best condition possible, below are a few tips that you should follow:

Like all computers, iPads are not designed to run 24 hours a day, 365 days a year. Leaving an iPad running without fully switching it off may cause your iPad to start functioning incorrectly. This could manifest itself as apps failing to respond, your iPad running slowly or your iPad being unable to carry out tasks such as printing.

Locking your iPad does not switch it off. To switch off your iPad, press and hold the lock button for about 5 seconds (this is on the top right edge of the iPad). A red slider will then appear; swipe the slider to the right to shut the iPad down. To turn the iPad back on, press and hold the lock button until the Apple logo appears on the screen. Once restarted you will need to enter your iPad passcode to unlock it.

You may occasionally experience an app being non-responsive or not functioning correctly. This can sometimes be resolved by fully closing the App to end any processes running in the background. To close apps, double press the home button which will show a list of the apps

currently open, then you can swipe them up and off the page. Then press the home button to return to the home screen and re-open the app.

Cleaning Your iPad

Your iPad should also be cleaned regularly; this will help it to function correctly. You should not use spray cleaners, abrasive cleaners, or alcohol on your iPad's screen. These types of cleaners can damage it permanently.

To clean your iPad, use a soft lint-free cloth to wipe down your screen, or an electronic device wipe which is specifically for this purpose. This should be done regularly to remove fingerprints and stains and help prevent bacteria and germ build up.

Extending iPad Battery Life

One of the most neglected parts on any iPad is the battery. A battery that doesn't hold its charge can be very frustrating. Therefore, here are a few tips that you should follow to help keep your battery from draining too quickly.

1. Turn down the brightness when you are inside a building, or ensure the 'auto-brightness' function is enabled in the settings menu under 'display and brightness'
2. Close apps you are not using.
3. Turn off Background App refresh for non-essential apps in Settings/General/Background App Refresh
4. Avoid games and other high-impact apps such as streaming video.
5. Only allow location services to be enabled on essential apps

If you need any help or information about the above processes, please contact ICT Services.

Section 5

Acceptable Use Policy – Student Version

UKAT encourages all students to use the computers and a wide range of other ICT facilities on site including access to the internet for education purposes.

By being issued an iPad to use at Chatham Grammar you have agreed to the following:

1. You will bring the iPad to the Academy every day, fully charged and in the case that is provided by the Academy.
2. You will be the sole user of your iPad during the Academy working day and will protect it with a passcode.
3. You will look after the iPad at home and at the Academy being very careful to avoid damage or loss through carelessness.
4. You will keep the iPad in the supplied protective case **at all times**, ensuring the case is not damaged and is fit for purpose. You are aware that any damage occurring to the iPad whilst not in the case or in a damaged case, will invalidate the insurance policy supplied with the iPad.
5. You will keep at least 4GB free for Academy apps and data.
6. You will update apps and iOS (the iPad operating system) regularly.
7. You will report damage or loss of your iPad to ICT Services immediately. This may affect insurance claims for your Parent / Carer if not reported.
8. You will follow instructions if a member of Academy staff or a visiting adult asks you to put the iPad away or stop using it.
9. You will only use the iPad for learning activities when in lessons. If you are playing games or doing other things not related to the lesson, you understand that you will receive a behavior sanction.
10. You will always ask permission before taking a photo, video or audio recording of anyone.
11. You will never upload any images, videos or audio recordings of anyone to the

- internet (e.g. Facebook, Twitter, YouTube).
12. You will not install or activate any VPN (Virtual Private Network) connection on the iPad.
 13. You will download apps only from the official App Store.
 14. You will not tamper with the operating system or restrictions – this could invalidate your Parent / Carer warranty and insurance.
 15. You will always report any examples of illegal / unacceptable behavior using iPads to ICT Services immediately.
 16. You understand that you're Parent / Carer has made an upfront contribution or monthly financial contribution towards the cost of the iPad. You know that it remains the property of the Academy until ownership is transferred at the end of the lease or on you leaving the Academy – full payment having been received.
 17. You understand that the apps licenses which the Academy has provided on the iPad will be removed prior to full 'hand over' to you and your Parent / Carer.
 18. You understand that the Academy reserves the right to change and amend this policy to ensure it remains fit for purpose.

Section 6

Acceptable Use Policy – Parent / Carer Version

UKAT encourages all students to use the computer and wide range of other ICT facilities on site including access to the internet for education purposes.

This Acceptable Use Policy (AUP) for ICT systems is to protect Chatham Grammar and our students from harm caused by the misuse of our ICT systems and equipment. Misuse includes both deliberate and inadvertent actions.

The effects of misuse of our systems can be severe. Potential damage includes, but is not limited to, computer viruses, legal penalties and lost learning resulting from network downtime.

Every student at Chatham Grammar is responsible for the security and care of our ICT systems, hardware and the data stored on them. All students must ensure they follow the guidelines in the policy at all times.

UKAT reserves the right to change, amend and add to this policy to ensure it remains fit for purpose.

'ICT Services' is the team who manage the ICT systems and hardware.

If a student is uncertain about anything regarding any of the ICT systems, they should ask for help / clarification from ICT Services.

UKAT monitors the use of its ICT systems and the data on it at all times. This may include examination of the content stored within emails, data files and the access history of any student on the main network, removable media or individual iPads.

UKAT will regularly audit networks, systems and iPads to ensure compliance with this policy.

Security Responsibility

Students must have individual passwords / passcode for iPads and the network. These passwords must be secured, and students must not allow others to access their accounts.

Students who are supplied with computer equipment by UKAT are responsible for the safety and care of that equipment and the security of software and data stored on it and on other UKAT systems that they can access remotely.

Students / Parent and Carer should take all actions necessary to make sure that they are properly

protected against known threats and vulnerabilities (e.g. having virus protection software on home computers if data / files are being transferred).

Students must at all times guard against the risk of malware (e.g. viruses, spyware, Trojan horses, rootkits, worms, backdoors) being imported into UKAT systems by whatever means and must report any actual or suspected malware infection to ICT Services immediately (e.g. transferring / opening corrupted files / viruses / VPNs).

Jailbreaking is the process of removing the limitations on Apple devices running iOS operating system through the use of software and hardware exploits. Jailbreaking allows the download of additional applications, extensions, and themes that are unavailable through the official Apple App Store. Jailbroken devices are NOT permitted within the Academy.

Unacceptable Use

The activities listed below are provided as examples of unacceptable use, however it is not exhaustive.

All illegal activities; these include theft, computer hacking, malware distribution, breaking copyrights and patents and using illegal or unlicensed software or services. These also include activities that break data protection regulations.

All activities damaging to the success of UKAT; these include defamation of UKAT and its subsidiaries.

All activities for personal benefit that have negative impact; these include activities that slow down the computer network (e.g. unauthorised streaming video, playing video games, downloading photographs / films). Viewing or being part of inappropriate, unsuitable or illegal behaviours, which includes pornography, gambling, inciting hate, bullying and harassment.

Accessing social media such as Facebook, Twitter or TikTok or Instagram unless required to do so as part of learning.

Bypassing the ICT security systems, which UKAT has put in place. Moving any hardware without the explicit instruction of ICT Services. Using another person's (student or staff) password or hardware. Accessing any other person's work / files or interfering with / damaging these in any way. Lack of care / respect for UKAT equipment: where provided, always using UKAT supplied protective cases.

Applying good 'keep safe' rules to equipment use at home and in the Academy – for instance never leaving iPads on chairs / sofas; always placing them on a hard surface such as a table.

Always keeping them away from the dangers of liquid damage. Please be aware that some behaviours may invalidate insurance or warranty such as changing settings or attempting to jailbreak the iPad.

All activities, which fall into the category of 'unacceptable use', will be subject to sanctions and consequences applied using the Academy's behavior policy. In some cases, these behaviours might lead to suspension or permanent exclusion from the Academy.

Remote Management

Whenever the iPad is connected to an internet connection basic technical data is transmitted back to the Academy. This data is used by our ICT Services team to help maintain the iPad. ICT Services are also able to remotely apply additional restrictions from Staff or ICT Services members. If the iPad is found to be in breach of any Academy policies, then such restrictions will be applied until the unit is once again compliant.

Enforcement

Any student found to have violated this policy may be investigated under the Academy discipline policy, this may lead to access to the Academy system being limited or disabled, confiscation of Academy issued devices or in some cases exclusion or permanent exclusion.

UKAT will not tolerate any misuse of its systems and will discipline anyone found to have contravened this policy.