To: Parents of NWCS Students

From: Jeff Miller – Technology Director

Subject: eLearning Technical Support Tips

Date: 11/17/17

Dear Parents,

eLearning provides a way to continue our educational process in the event of inclement weather. NWCS provides an iPad to our students which supports our learning process on a daily basis. In the event of an eLearning day, please note the following troubleshooting tips that may be helpful during the eLearning process to ensure the device is functioning properly. You may call (260) 622-1611 for technical support during an eLearning day.

Leave the eBackPack Application Open if no Wi-Fi Access at Home

Students will be instructed to leave the eBackPack Application OPEN to access downloaded information while not accessing Wi-Fi. Leave this application open until the student returns to school and can then upload their work.

Make sure you have selected a WiFi connection to use.

Settings/Wi-Fi – make sure you have selected the appropriate Wi-Fi for your home. Enter any password that may be needed to access the Wi-Fi. A blue checkmark will be in front of the Wi-Fi name if connection has been established.

*Make sure you have logged into the NWCS Lightspeed filter device.

To access the internet NWCS requires all students to login to our filter appliance. To get the Lightspeed login page to appear, click on the Login Icon (Blue Icon with a Key on it). If you can access the internet, you have already signed in. If you cannot access the internet, type bing.com into the address area of the Safari browser and the Lightspeed login page should be displayed. Enter the student number and the password that your child uses to login to the computers at school. Select Login. You should now be able to access the internet via the Safari browser or access applications that use the Internet.

Troubleshooting tips if you cannot get Internet access:

Turn Wi-Fi off (Settings/Wi-Fi, then toggle the switch on the right so it is no longer green). Restart the iPad by holding the top button and the home button down until the Apple logo appears on the iPad. When the iPad reloads, turn the Wi-Fi back on (Settings/Wi-Fi, then toggle the switch on the right so it is green). Try to access the Internet and repeat logging into the NWCS Lightspeed filter device.*

Go to Settings/Safari and select "Clear History and Website Data". Return to NWCS Lightspeed filter device.*

Go to Settings/General/Reset and select "Reset Network Settings". This will not delete anything from the iPad, it will just reset the network connections. DO NOT select "Erase All Content and Settings", this will wipe everything from the device. Return to NWCS Lightspeed filter device.*

Go to Settings/General/Reset and select "Reset All Settings". This will not delete anything from the iPad, but will restore the settings back to their original state. If there was a passcode on the iPad, it will be removed. Return to NWCS Lightspeed filter device.*

Home router/modem security may be blocking the iPad from accessing our global proxy filtering device. You may need to contact your Internet Service Provider (ISP) to set your security on your modem/router to the low setting. If so, you can turn this back up when the iPad is not in use.

eLearning is an opportunity to continue the educational process and to help eliminate the number of make-up days added to the end of the school year. Again, technology support on an eLearning day can be reached via telephone at (260) 622-1611.

Thank you for your support as we prepare for our eLearning opportunities.