

To: Parents of NWCS Students
From: Jeff Miller – Technology Director
Subject: eLearning Technical Support Tips
Date: 09/07/19

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.

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 a connection has been established.

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.

Go to Settings/Safari and select “Clear History and Website Data”.

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.

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.

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.