iPads

Students in Pre-K through 2nd Grade at CCPS use iPads for classroom instruction.

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- Turning off your iPad
- Updating your CCPS iPad
- Installing apps on a CCPS iPad from the App Portal
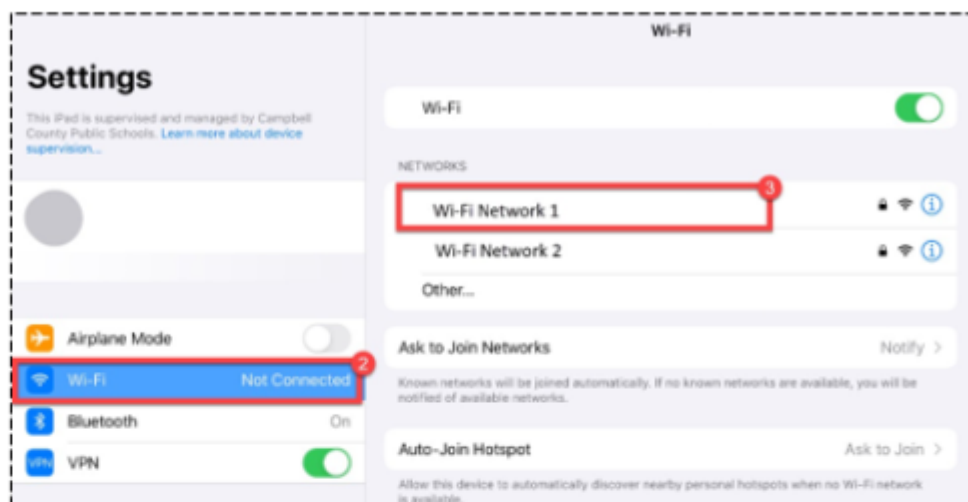- Check the status of Apple services

How to connect your CCPS iPad to your home Wi-Fi

Follow the directions below to connect your student iPad to a wireless network. The step number corresponds to the number in the image. *Please note that this does not need to be done in a CCPS building as the iPad will connect automatically to the CCPS network. If you are having issues connecting to the CCS-Secure-Intranet at school, <u>see this article</u>.

1. From the iPad home screen, find and click on the Settings icon.

2. Find **Wi-Fi** on the left-hand side. It should read "Not Connected" if you are not connected to the internet. Click to open the Wi-Fi settings.
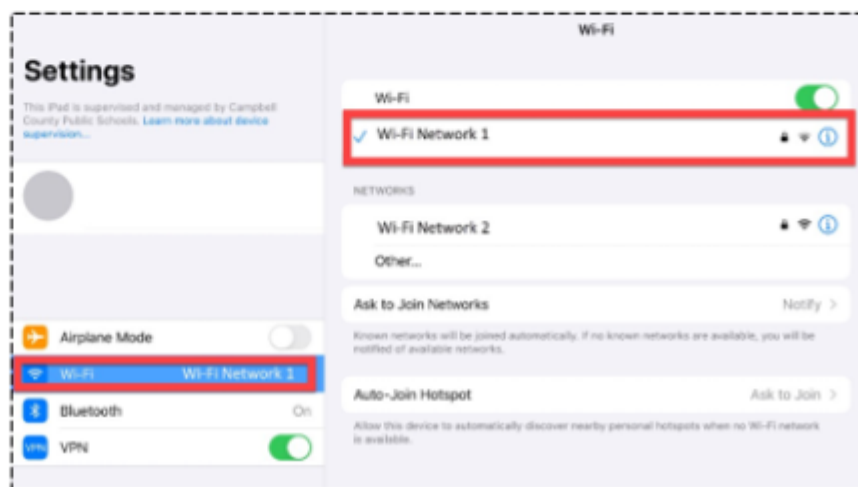
3. In the Wi-Fi settings, find the wireless network you wish to connect to and click it.

4. A window will open. Type the password for the wireless network.
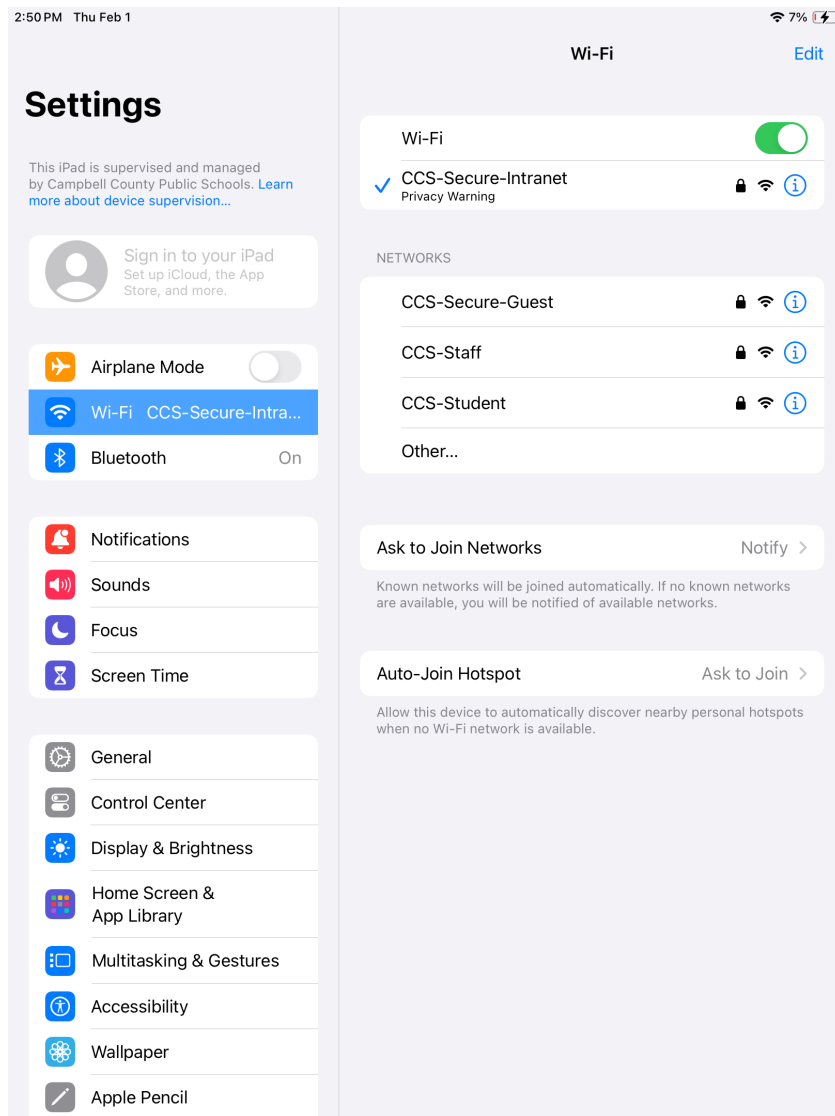
5. Click **Join**.

6. You should now be connected to the wireless network. A check should appear next to the network's name.

iPad will not connect to school Wi-Fi

If a student or staff iPad will not connect to the Wi-Fi network at school or has no internet access, do the following:

On the iPad, go to Settings and tap on Wi-Fi. The iPad should be connected to the **CCS-Secure-Intranet** network. The correct settings are shown below:

If the iPad is not connected to CCS-Secure-Intranet, tap on **CCS-Secure-Intranet** to connect. When it prompts for a username and password, enter the following:
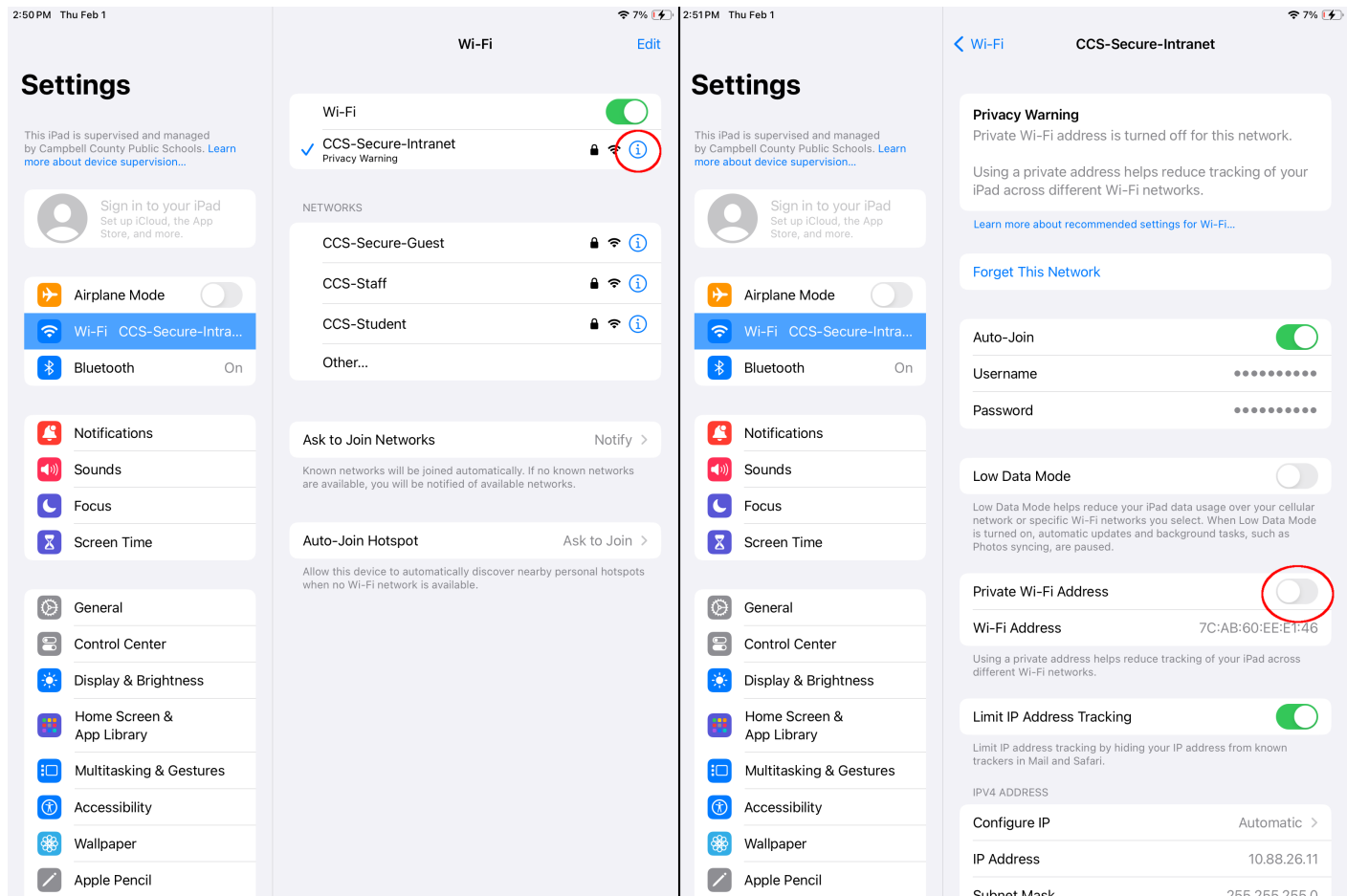
Username: **ccpsipad**
Password: **ccpsipad**

Note: This username and password only works for CCPS-owned iPads. It will not work for connecting laptops or any personal device to the network.

Once the username and password are entered, it will prompt you to trust a certificate. Tap "Trust" in the top right corner of the window.

If the iPad is connected to CCS-Secure-Intranet, but the internet still doesn't work, do the following:

On the iPad, go to Settings and tap on Wi-Fi, then tap on the blue "i" next to **CCS-Secure-Intranet**. On the next screen, make sure the **Private Wi-Fi Address** setting is turned **OFF**.

Internet access should now work properly on the iPad.

iPad app will not update

iPad apps should update themselves automatically. If an app has not updated when you expect it to, you can force iPad apps to update by doing the following:

1. Tap the FileWave **App Portal** icon on the iPad home screen. The App Portal icon looks like this:

2. When App Portal opens, tap the "**i**" button in the top right corner of the screen.

3. Then tap the "Verify Device" button.

Device Information

Campbell County Public Schools

684 Village Hwy
Rustburg, VA 24588

📞 434-332-3458

✉ ccpshelpme@campbell.k12.va.us

📄 **Enrolled to**   filewave.int.campbell.k12.va.us
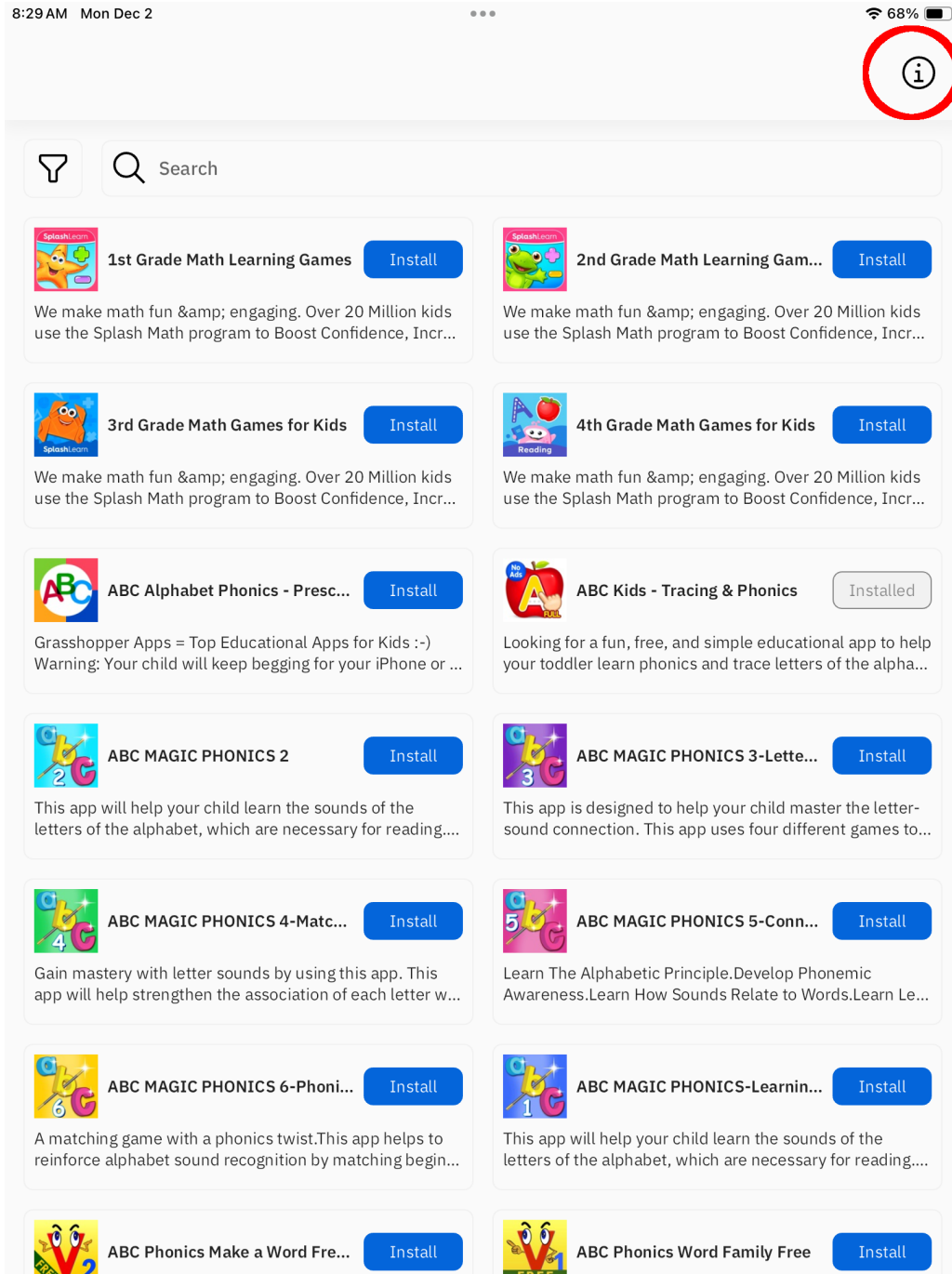
🕑 **Last Verified**   Dec 2, 2024 08:25:08

Verify Device

This application has the potential to report information to the enrollment server. These settings are controlled by your local administrator.

FileWave Privacy Policy

App Version: 15.5.0   Build Number: f1164caa
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4. After a few minutes, the apps should begin to update.

Turning off your iPad

Pushing the power button on your iPad only puts it to sleep. If you need to power off your iPad, do the following:

1. Hold down the Power button at the top right corner of the iPad for three seconds.

2. Slide the red power icon that appears on the screen to the right.
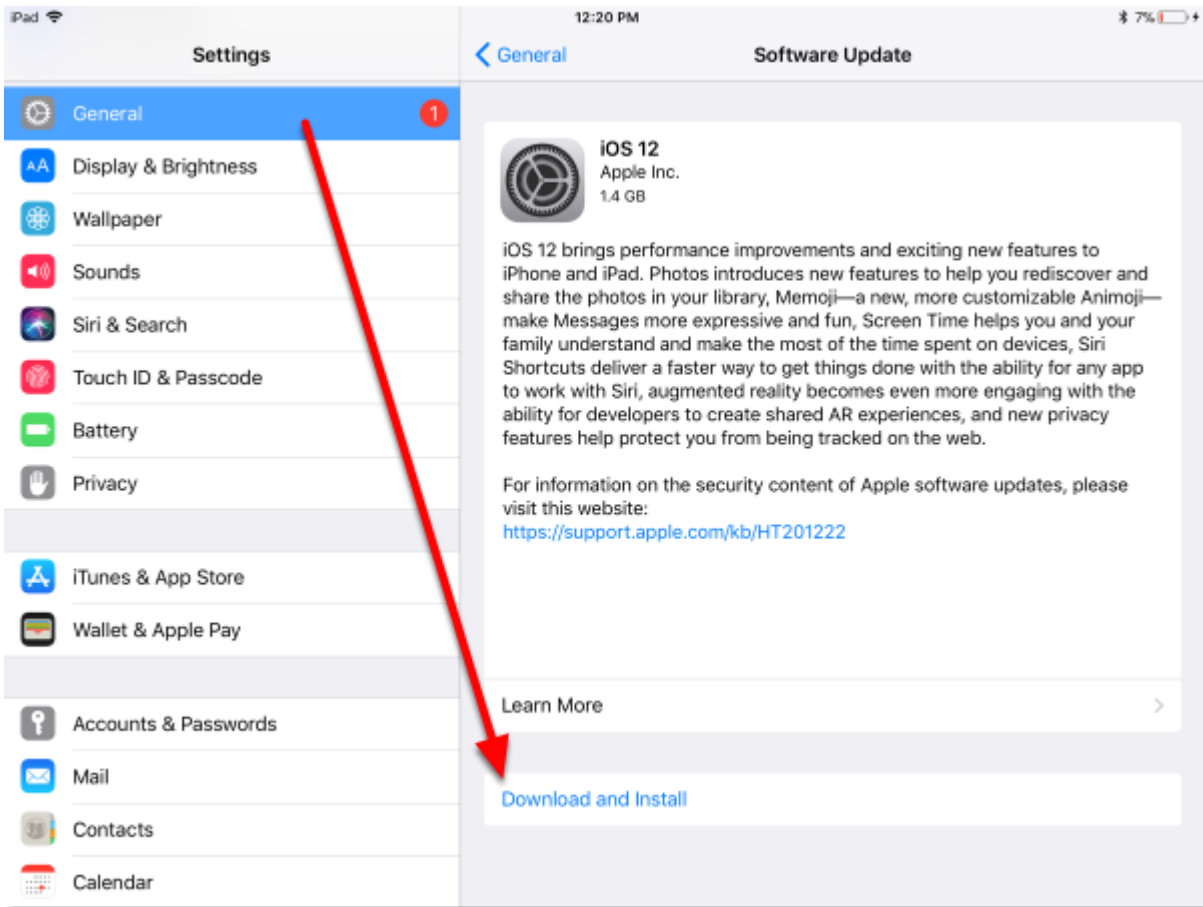
Updating your CCPS iPad

1. Start the Settings app.
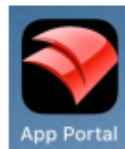
2. Tap "General," and then tap "Software Update."

3. If there's an update available, tap "Download and Install."

Settings

< **General**   **Software Update**

General	1

AA Display & Brightness

❄️ Wallpaper

🔊 Sounds

Siri & Search

Touch ID & Passcode

🔋 Battery

✋ Privacy

iTunes & App Store

Wallet & Apple Pay

Accounts & Passwords

Mail

Contacts

Calendar

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iOS 12
Apple Inc.
1.4 GB

iOS 12 brings performance improvements and exciting new features to iPhone and iPad. Photos introduces new features to help you rediscover and share the photos in your library, Memoji—a new, more customizable Animoji—make Messages more expressive and fun, Screen Time helps you and your family understand and make the most of the time spent on devices, Siri Shortcuts deliver a faster way to get things done with the ability for any app to work with Siri, augmented reality becomes even more engaging with the ability for developers to create shared AR experiences, and new privacy features help protect you from being tracked on the web.

For information on the security content of Apple software updates, please visit this website:
https://support.apple.com/kb/HT201222

Learn More   >
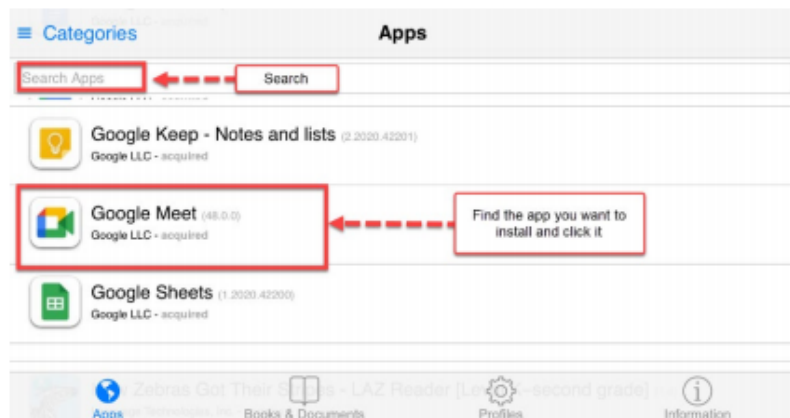
Download and Install

Installing apps on a CCPS iPad from the App Portal

Please follow the steps below install an app on an CCPS iPad.
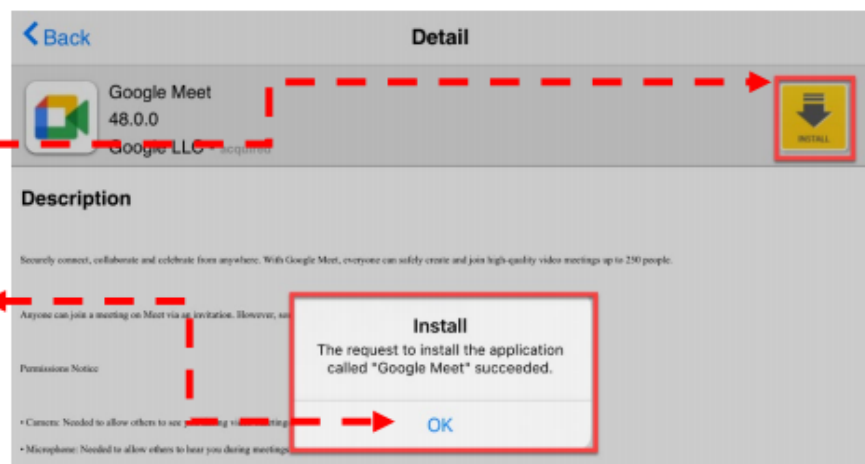
1. Find and open App Portal on the iPad.

   App Portal

2. Either use the search bar or scroll to find the app you want to install. In this example, we are installing Google Meet.

   ≡ Categories   **Apps**

   Search Apps ← — — — Search

   Google Keep - Notes and lists (2.2020.42201)
   Google LLC - acquired

   Google Meet (48.0.0)
   Google LLC - acquired ← — — — Find the app you want to install and click it

   Google Sheets (1.2020.42200)
   Google LLC - acquired

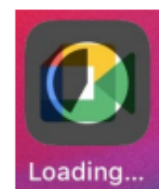   Apps   Books & Documents   Profiles   Information

3. On the App Details screen, click the Install button in the top right.

4. A pop-up should appear stating that the request to install succeeded. Click *OK*.

   ‹ Back   **Detail**

   Google Meet
   48.0.0
   Google LLC - acquired → → → INSTALL

   Description

   Securely connect, collaborate and celebrate from anywhere. With Google Meet, everyone can safely create and join high-quality video meetings up to 250 people.

   Anyone can join a meeting on Meet via an invitation. However, se

   Permissions Notice

   Install
   The request to install the application called "Google Meet" succeeded.

   → OK

   • Camera: Needed to allow others to see you during meetings
   • Microphone: Needed to allow others to hear you during meetings

5. Return to the Home Screen and after a moment (this will depend on your internet connection), the app should begin to install. Wait for the app to fully install before opening.

   Loading...

Check the status of Apple services

You can check the status of Apple services here:

https://www.apple.com/support/systemstatus/?lv=true

You can view more help articles at kb.campbell.k12.va.us.