

BACK ON TRACK

A guide for troubleshooting
with technology

Top Button

Volume Controls

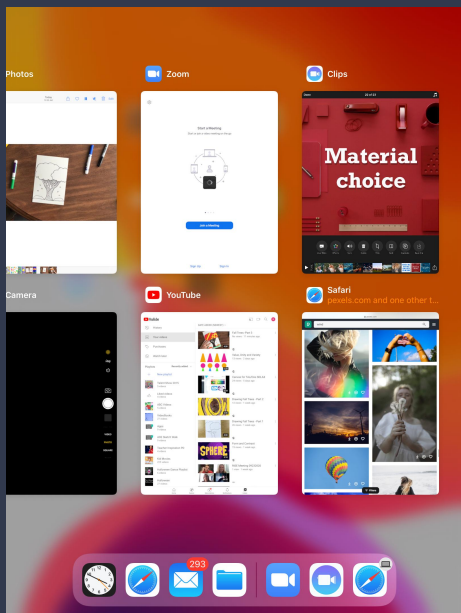
WHICH
BUTTON
SHOULD
I PRESS?

Here are the names of the buttons on your iPad. These names will be referred to throughout this booklet.

Home Button

Quitting out of an App

Double tap on the Home button. Your screen should now show small previews of the apps you have open.



Swipe up on the app to quit out of it.

Buttons in Canvas aren't working

If a button within your course is not working, please try using the blue links along the left side of your Canvas course.

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Outcomes



Rubrics



Conferences

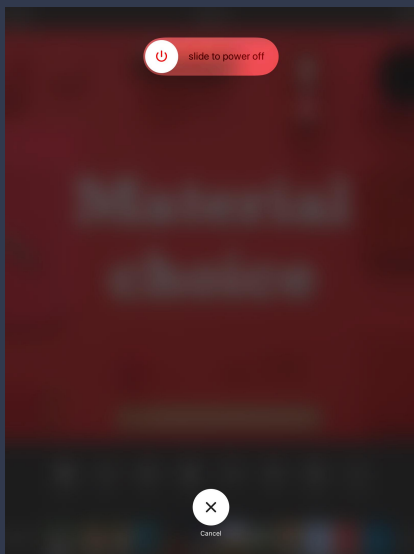


Collaborations



Turning Off your iPad

Press down and hold on the Top Button of your iPad (sometimes called the power button). Hold down you should get this screen.



Slide the power button to power off your iPad.

Force Shut Down your iPad

If you've tried to turn off your iPad and it didn't work, follow these steps.

Press the Top Button and the Home Button and hold for 10 seconds. Your screen should turn black, and your iPad should turn completely off.

Turn On your iPad

Press and hold the Top Button until you see the Apple logo appear on screen. If you see a charger symbol and a lightning bolt, your iPad battery needs to be charged. Plug it in to the charger. It should be able to turn back on shortly. You can work on it while it charges.

Unable to Login to Canvas

In Safari go to the following link:
[Lacrosseschools.instructure.com/login/saml](https://lacrosseschools.instructure.com/login/saml)

Login using your email address and network password.

Make sure to answer YES to the question about staying logged in.

If you still can't get in, contact your teacher for further support.

Keyboard is Not Working

If the keyboard is not working, usually shutting the iPad down and restarting will fix it. Make sure all the corners of the iPad are completely in the case by slightly pressing each corner. If these do not fix the problem, try taking the iPad very carefully out of the case, wiping down the connection points on the bottom and putting it back in the case.

Zoom Won't Open

If you are trying to go to a Zoom meeting from Canvas and an error message shows up in Safari, this means that you do not have Zoom downloaded on the iPad. Go to the Self-Service app on the iPad and search for Zoom and reinstall it.

Downloading an App

Open Self Service. If you don't see the icon on your home screen, swipe down in the middle of your screen to bring up the search bar at the top of your screen, then type Self Service.

Once you're in Self Service, tap the magnifying glass at the bottom right corner that says "Search"

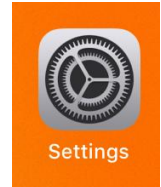
Type in the name of the app in the text box that appears at the top of the screen. When the app appears, tap the "Install" button that is next to it.

If the app you need isn't in Self Service, contact your teacher for further instructions.

NOTE: Only apps approved for use by the School District of La Crosse will be available in Self Service.

Connect to Wifi at home


1. Open the Settings app



2. Tap Wi-Fi on the left

3. Tap on the Wi-Fi network

4. Enter the Wi-Fi password if required



If you need further assistance:

- Thank you for your patience while we navigate the implementation of new systems along with the beginning of the school year. Our Tech Support HelpDesk calls have greatly increased which has affected our turnaround time on calls so we are working to improve our processes.
- Please contact your classroom teacher first.
- This is the easiest way to get help with a district device or instructional app or software. They will direct you to the next level of support if necessary. Utilize the Tech Support HelpDesk phone, and ticketing system only if you have been directed to by either your classroom teacher or the librarian at the building.