



Common Questions

If you have multiple children and their sign-ups are on different days - feel free to attend just one of the dates to pick up all of your children's iPads, but make sure you still sign up on their individually assigned days at their own schools so we can account for each student (*i.e.-you can sign up for Tuesday and Thursday and only attend on Thursday.*) You do not need to attend multiple dates.

Building Sign ups:

There are still slots available for all students who have already been attending TSD schools for the following dates:

August 3rd and 4th:

<http://www.signupgenius.com/go/20f0549a4a92ca0fb6-ipad>

August 24th:

<http://www.signupgenius.com/go/20f0549a4a92ca0fb6-ipad2>

If you are unable to make a summer iPad pickup – iPads will be passed out at the school buildings after school starts.

Tips:

- Arrive at start of your time slot please
- Plan on being here 1 hour (typically less)
- If had any trouble with Student ID, Apple ID or Paperwork, no worries we will help you onsite
- Doors will close promptly - Aug 3/4 at 6pm and Aug 24 at 7pm
- New Students to Troy registered before August 21st can pick up their iPads using the Sept 9th sign up or after school start

If you are a **newly enrolled student who has not yet begun school**, your pick up is scheduled for 9/9. Please sign up here:

<http://www.signupgenius.com/go/20f0549a4a92ca0fb6-ipad3>

I don't know my child's troyschools email address?

Your student's troyschools email is their Troy computer login (it is the first letter of your child's first name, followed by the first letter of his/her middle name, then should end with his/her graduation year (i.e. John Smith, who will graduate in 2025, would be jasmith25 followed by @troyschools.org.) So in this case it would be jasmith25@troyschools.org.

I don't know my child's student ID. Where can I get that?

All elementary and middle school students use their student ID as their computer password. Please gain your child's student ID from your child. It should also be listed on all past report cards or you can contact your school buildings office if needed.

What if we cannot attend one of the pick up dates?

Additional "make up" dates will be announced in a couple weeks. All make up days will be after the initial pick up dates. If you cannot pick up your child's iPad during the summer, arrangements will be made for you to pick it up once school starts. We will announce that information near the Fall.

Does my child need to come with me?

No, you do not need to bring your child with you. You will have all the information you need to set up your child's iPad as long as you bring the completed worksheets to your appointment.

If I did it wrong (put my email in instead of my kids because I didn't know they had one) what do I do?

If you improperly put anything in, email help@troy.k12.mi.us with the correct info.

If a child already owns an iPad, can they just use their own?

See [iPad FAQ](#).

We are new to the District and my child is registered to start school in the Fall. What do we do?

You will have the opportunity to pick up his/her iPad in the Fall when school starts.

I signed up for a slot through the link below. However when I logged into sign up genius on my PC, I don't see the sign out. Do you know why?

You should receive a confirmation email from Signupgenius once your registration is complete. If you do not, try logging out and in to signupgenius again.

I can't get either document they need to open. Do we have some other way to get them?

Download them here - [Student Apple ID Worksheet](#), [Student iPad Responsibility Form](#)

Will paperwork be available to fill out @ pickup as we do not own a printer?

You can fill out the paperwork once you get here. Please make sure you have all the info prior to arrival and plan extra time as needed.

Are Apps pre-loaded or is there a list students should use?

Yes, there will be several apps pre-loaded and others are located in the TSD Catalog on the iPad.

Here is our **List of Approved Web 2.0 tools, sites and apps**

For any questions on the iPad in the classroom and current policies regarding the iPad itself or apps on the iPad....

Please consult the Troy iPad FAQ and the Technology page on the district website.

More info will be provided by the school as the year begins.