



Frequently Asked Questions: SMARTdesk

Welcome & The Basics:

The SMARTdesk team is:

Ms. Hudson

Mrs. Jensen

Ms. Marr

Miss. Lozano

Ms. Vee

-What does SMART stand for?

SMART stands for: **S**tevenson **M**obile **A**cademic **R**eal-time **T**echnology, and it is a one-to-one program in which each student is issued a Stevenson owned mobile device, currently an Apple iPad, to use for academic purposes in classrooms, at school, at home, and beyond.

-Where is the SMARTdesk located?

The SMARTdesk is centrally located in the Link hallway between the two buildings, room 3014. It is Stevenson's help desk for everything related to your school issued iPad.

-What can I visit the SMARTdesk for?

You can visit the SMARTdesk with any questions or issues you have regarding your Stevenson iPad and/or any technology questions that relate to the use of your Stevenson iPad. No question is too small, so please don't be afraid to come in!

-Can I contact the SMARTdesk via email?

Of course! Some issues can be resolved without a visit to the SMARTdesk. Email us at smartdeskhelp@d125.org with your issue. If it is something that cannot be resolved remotely, you will have to visit us at the SMARTdesk.

-What do I need when I visit the SMARTdesk?

You will need your school issued iPad and current school year Stevenson High School ID card when you visit the SMARTdesk. Keep in mind that you are required to have your current academic year's Stevenson ID on you at all times when you are here on campus, and visiting the SMARTdesk is no exception.

-Do I need a pass to visit the SMARTdesk?

If you are leaving an academic class to visit the SMARTdesk, such as Study Hall, you need to get a pass from your teacher. If you don't come on a pass, then the SMARTdesk cannot issue you a pass to return.

OUR MISSION: SUCCESS FOR EVERY STUDENT



-What do I do when I arrive at the SMARTdesk?

Anytime you visit the SMARTdesk, please use one of our iPads to sign in. Once you have signed in, you will be greeted and receive help in the order you are in line. You must sign in no matter what your question or iPad issue is.

-Who will I meet at the SMARTdesk?

The SMARTdesk is run by a team of five staff members. Ms. Hudson manages the SMARTdesk and all things related to the SMART Program. Throughout your time at Stevenson you will receive important emails from Ms. Hudson in your student email account regarding your school technology. Mrs. Jensen, Ms. Marr, Ms. Vee and Miss. Lozano comprise the rest of the SMARTdesk team.

-What are the SMARTdesk hours?

The SMARTdesk is open: 7:30 AM to 4:00 PM on regular school days, and 10:00 AM to 4:00 PM on late arrival school days. Hours for special schedules will be posted as needed.

-How will the SMARTdesk communicate with me?

The SMARTdesk will communicate with you solely via your Stevenson email account.

Equipment Responsibilities:

-What equipment am I responsible for?

You are responsible for your Stevenson iPad, which includes a screen protector and case, as well as the Apple charging equipment, which includes a power adapter and lightning cable. All of these items are YOUR responsibility to take care of for the duration of your time here at Stevenson High School. You do not own any of this equipment, as it remains Stevenson's property until you earn a diploma from Stevenson High School.

-What happens to my SHS iPad and equipment if I leave Stevenson High School before earning a diploma?

If you leave Stevenson High School before earning a diploma you are required to return your school issued iPad, case, and charging equipment by the last day of your enrollment. If you do not return the required equipment you will be charged the full replacement cost of the items (\$380.00 iPad + \$40.00 Case + \$11.00 Screen Protector + \$38.00 Charging equipment = \$469.00). If your Stevenson iPad or any of the equipment is returned damaged or not issuable to future students the appropriate fees will be charged to you upon your exit.

-Do I turn in my Stevenson iPad and equipment at the end of each academic year for the summer months?

You DO NOT turn in your Stevenson iPad and equipment at the end of each academic year. Your Stevenson iPad and all associated equipment is your responsibility and in your care for the duration of summer months.



-What if I do not want to be responsible for my Stevenson iPad over the summer?

If you do not want to be responsible for your Stevenson iPad over the summer months you can turn it into the SMARTdesk for safekeeping. Please see us for further details if needed.

-Do you issue a loaner iPad if I leave mine at home?

The SMARTdesk DOES issue loaner iPads if you have left yours at home. This iPad is set up to be functional in the classroom and to save school related data that you have produced throughout the day. This iPad must be returned at the end of the school day unless told otherwise. If this iPad is not returned, it will be locked. Unreturned Loaner iPads will be subject to a fine equal to the full price of the iPad and case.

-Do you issue loaner charging equipment if I leave mine at home?

The SMARTdesk does **not** loan charging equipment if you are without yours. You can leave your school-issued iPad at the SMARTdesk to be charged. A Loaner iPad will be issued to use while it is being charged. Additionally, there are free locked charging bays located in the Link Hallway outside the SMARTdesk.

-What do I do if damage occurs to my Stevenson iPad?

If your Stevenson iPad ends up damaged, you need to see the SMARTdesk as soon as possible to avoid losing important data. **DO NOT take your device to the Apple Store or to any other repair service.** The iPad is not your property, so they cannot help you.

-What will happen once I'm at the SMARTdesk with my broken device?

The SMARTdesk will assess your damaged iPad. If repair is required, your iPad will be sent to Apple. It does not matter how the damage occurred, you're ultimately responsible for your school issued iPad! Upon turning in your damaged device for repair, you will receive a replacement iPad that will stay with you, becoming your Stevenson iPad. We require at least a day turnaround, and possibly more depending on the circumstances involved. You will not be receiving your previous damaged device back from Apple. Additionally, If you need a loaner iPad to get you through the day, you will then get a loaner until your new iPad is ready for pick up. This loaner iPad will need to be returned when you come pick up your new iPad. You are responsible for the care of this iPad. If this loaner iPad is returned damaged, you are responsible for the fees associated with it.

-What fees will I be responsible for if my iPad is sent to Apple for repair?

A minimum fee of \$49.00 will be charged to you when your iPad is sent to Apple for repair. Additional costs, up to the full price of the iPad, may be charged due to the severity and nature of the damage incurred to the iPad. **You are allowed up to two breaks each at \$49.00. After that, you are responsible for the full replacement cost of the iPad if damaged.** The invoice will be emailed to you and your parents/guardians and the fine should be settled with the School Operations Office, Room 2426.



-What happens if I lose my Stevenson iPad, or it is stolen, and cannot be recovered?

If your Stevenson iPad is lost or stolen, and attempts to recover the device have been unsuccessful, please contact the SMARTdesk at smartdeskhelp@d125.org to report the loss immediately or visit the SMARTdesk ASAP. If, ultimately, the iPad cannot be recovered, you will be subject to the full replacement cost of the iPad. **Full replacement cost of the items: \$380.00 iPad + \$40.00 Case + \$11.00 Screen Protector + \$38.00 Charging equipment = \$469.00.**

-What do I do if damage occurs to my Stevenson issued iPad case?

If the Stevenson iPad case ends up damaged to the point that it no longer properly functions, please inform the SMARTdesk. If you would like the same case you can purchase one through us for a cost of \$46.00 upon turning in your damaged case. The invoice will be emailed to you and your parents/guardians and the fine should be settled with the School Operations Office, Room 2426.

-Do I have to use my Stevenson issued iPad case, or can I purchase my own?

You are allowed to purchase a case of your choosing to use in place of the case you have been issued by the SMART Program. We understand that cases are a personal matter. If you decide to use a case of your choice, you are assuming the responsibility that it might not be as protective as needed to keep your Stevenson iPad safe from damage. If damage does occur to your device while in a personal or school issued case, you are still responsible. Should you decide to use a personal case, please return the school issued case to the SMARTdesk.

-Do I need to have my iPad in a case?

Yes, the iPad and case are property of Stevenson High School and the school requires the iPad to be in a case.

-What do I do if my screen protector ends up cracked?

If your screen protector ends up cracked please visit the SMARTdesk for a replacement at NO COST. We want to ensure the safety of your school issued iPad as much as possible, and your screen protector plays a vital role.

-What do I do if I lose my charging equipment or it stops functioning?

You can purchase a new Apple 20 Watt USB Power Adapter and/or lighting cable through the SMARTdesk, or if you only need a lightning cable, you should purchase it at the Patriot Superstore. If you choose to get new charging equipment through the SMARTdesk, the power adapter and lighting cable are each \$19.00, and the invoice will be emailed to you and your parent/guardian and the fine should be settled with the School Operations Office, Room 2426. Alternatively, you can purchase new Apple equipment at your local retailer.

If your charging equipment stops functioning please visit the SMARTdesk with your iPad, power adapter, and cable for troubleshooting. If you need new charging equipment, you can purchase the items through the SMARTdesk or your local retailer.



-What do I need to know about purchasing generic charging equipment?

Apple advises using only the Apple made power adapter and lightning cable for your Stevenson iPad. First, other brands may not function as well and may even damage the battery on your iPad. Second, if you need to return your Stevenson iPad and equipment in the future, we require Apple made charging equipment be returned to us. If you return a generic made power adapter and/or cable you will be charged the cost of an Apple replacement.

-Can I use an Apple 5 Watt iPhone power adapter to charge my Stevenson iPad?

You should never use an Apple 5 Watt USB Power Adapter to charge your Stevenson iPad. It is not enough power and does not effectively charge your Stevenson iPad.

The DO NOT DOs:

-Can I connect my personal phone, laptop or iPad to the SHS Network?

Here at Stevenson High School, we have a large quantity of wireless devices on our network. Thus, personal electronic devices are not able to connect to the d125 network. In specific areas of the buildings there is a guest SHS Network that your personal devices can connect to.

-Can I download any VPNs or from my Stevenson iPad?

No, VPNs and downloaded profiles are not allowed on your SHS iPad.

-Can I download games and non-school apps like iMessages and Facetime

No, you are not allowed to download games or non-school apps on your Stevenson iPad. The App store will not be accessible on your Stevenson iPad.

-Can I use a personal Apple ID on my Stevenson iPad?

No, a personal Apple ID should not be used on your Stevenson iPad.

-Can I connect my Stevenson iPad to a computer?

No, you are not able to connect your Stevenson iPad to a computer. You must maintain backing up important data to a cloud based system.

-Can I update my Stevenson iPad to the newest operating system when it is launched?

Please keep up with updates within the current operating system, but do not update to the newest operating system when it is initially launched. DO NOT update until you receive the OK from the SMARTdesk. You may experience data loss within Apps if you apply an iOS update before the go ahead is given. You will receive emails from Ms. Hudson regarding this once it becomes relevant.



-Can I personalize the iPad and/or case?

As it is Stevenson High School owned property, please do not add stickers, writing, or any other form of defacement to the iPad or case. Upon graduation and receiving a diploma, you are free to personalize the equipment.

The SHOULD DOs/OK TO DOs:

-Should I do the iOS updates on my Stevenson iPad?

Please keep up with the iOS updates on your school issued device as long as they are for the operating system we are currently using. DO NOT move to the next operating system until given the go ahead from Ms. Hudson. Before you update make sure an iCloud backup has been run. Also, make sure your device is plugged in and has at least 50% power. If you need help with this please see the SMARTdesk. Finally, do not download Beta versions of the iOS under any circumstances.

-Should I add a passcode to my device?

Yes, the SMARTdesk highly recommends adding a passcode of your choosing to your Stevenson iPad. This helps protect the data on your device. Do not share this passcode with friends. If you forget your passcode, please visit the SMARTdesk.

-Can I print from my Stevenson iPad?

At this time, you cannot print from your Stevenson iPad. If you have a WiFi enabled printer at home, you can use the AirPrint feature.

-What settings can I change on my Stevenson iPad?

You may change any settings that have not been mentioned as being Stevenson set and required. For example, you may change your wallpaper, although keep in mind it must be acceptable material.

-What personal data can I add to my Stevenson iPad?

You can add photos & videos etc. of a personal nature. However, be careful that it is all school and age appropriate, and does not use an excessive amount of local storage. The SMARTdesk does not prioritize personal data and you run the risk of losing it if it is not backed up to a cloud based storage system.

-How do I free up space on my iPad (local storage)?

We recommend clearing storage if you have used up 59GB or more out of the 64GB available. You can check the status of your local storage by going into Settings-General-iPad Storage. Apps that are taking up the most space are listed from top to bottom. Canvas and Google apps can be deleted and reinstalled from Self Service to make more space. iPhotos and videos can be deleted after confirming they are backed up to Google. In addition, downloads of old iBooks can be deleted to make more space.



-What should I do if I have lost or cannot remember my Stevenson credentials or password?

If you have lost or cannot remember your Stevenson credentials or password, please see the SMARTdesk. In order for us to issue you a new copy of this information we REQUIRE your current Stevenson ID card.

iCloud:

-What is iCloud?

iCloud is a storage place for your data, which works to make sure you have the most current version of your content.

-How much storage space do I have in iCloud?

You get 200GB of iCloud storage. Part of being responsible for your Stevenson iPad is learning how to manage your data. The data that typically takes up the most space exists in Apple photos, videos and old iBooks. Your photos/videos are set to backup to Google photos with unlimited storage space. Thus when necessary, delete older photos and videos in iPhotos to ensure that you are working with enough storage space.

-Do I have to run the iCloud backup myself?

If all conditions are met, your iCloud will automatically backup your data. For this to happen, connect your device to a power source, connect your device to a Wi-Fi network, and make sure that your device's screen is locked. You will not be able to manually backup your iPad.

-Can I sign out of my Stevenson iCloud account on my Stevenson iPad?

No, you cannot and must not sign out of your Stevenson iCloud account at any point on your Stevenson iPad.

-What do I do if I lose my iPad?

First, make every attempt to find the iPad on your own by asking classmates and teachers as you go through your class schedule. Oftentimes, classmates may inadvertently take the wrong device. If the iPad does not turn up, please visit the SMARTdesk for help finding your Stevenson iPad. We may be able to get an approximate location of the iPad at the time it last checked into our management system.

SMARTdesk
Room 3014, In the Link
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