

Memorandum

To: District Cellular Phone Users and District Hotspot Users

From: Dr. Candice L. Coppock, Executive Director of Information Technology 

Date: May 14, 2026

Re: District Cellular Phone Upgrades

Richland School District One will be conducting a district-wide cellular phone upgrade for all staff with district cellular phones to replace older devices. This initiative will enhance device security, compatibility, and manageability, while also standardizing equipment across the district to improve operational efficiency and technical support. The rollout is scheduled to begin on **Friday, May 29, 2026**, for C.O.R.E. members. Our goal is to ensure a smooth and seamless transition for everyone.

C.O.R.E. team members can start arriving at 8:00 a.m. until 12:30 p.m. at the **lobby area** inside the **Heyward Career Conference Center** to collect their devices prior to the **2:00 p.m.** meeting.

District-wide applications (apps) such as Microsoft applications, 3CX, Adobe Creative Cloud, etc. will be installed on the phones through the Mobile Device Management System (MDM).

If your school or department needs a new app, just ask your department head to submit a [One to One Plus](#) ticket for you. They'll need to select Apple Devices, then choose Apple Device Application Request when submitting the request, please include:

- The exact name of the app (as it appears in the Apple App Store)
- A short explanation of how it will be used
- The names of any other staff members who will also need access

This helps us review and process your request as quickly as possible. Once approved, the app can be pushed out to the requested staff.

****To ensure a smooth cellular device transition, all employees must know their Richland One login credentials (email and password) prior to their scheduled device pickup. If an employee does not remember their password, they will need to contact the Customer Care Center to reset their password in advance. Due to the volume of users being served, password resets cannot be completed during the cellular handoff appointment and must be addressed beforehand.****

Prior to the upgrades, please back up any photos and contacts from the previous cell phone. These **cannot** be transferred over. Staff may want to use [directions](#) on how to export and/or print contacts provided by Apple.

C.O.R.E. members who also have a hotspot (or groups of hotspots) that have been checked out to them must also bring that hotspot with them to swap out for the upgraded model.

Any staff member who is unable to pick up their device before the meeting may do so **after the meeting** or during additional times that will be communicated.

Questions should be directed to r1asset@richlandone.org.