

iPad FAQs for Parents

MR v.1.8



Below are some Frequently Asked Questions...

1) Does it have to be an iPad?

Yes- with a universal device used across the school pupils, teachers and the IT support staff have a good understanding of the device's operation and idiosyncrasies. Teachers can plan lessons knowing all pupils will have the same apps and how they operate. Pupils can also support each other in learning iPad skills.

2) What iPad should I buy?

If you have one already you can use that as long as it is not an iPad Mini. A full list of compatible iPads are listed in the iPad Brochure, page 4

3) Where should I buy an iPad from?

There are many retailers that sell iPads. Some will run deals or provide extended warranty. [John Lewis](#) is popular, as is Amazon. [Apple](#) is the main provider- purchasing through them gives the options of finance, Apple Care+, appropriate iPad styli, headphones and a myriad of other peripherals during checkout. Apple also give the option of adding an engraving the the iPad so it can be returned if it gets lost.

For example the [64GB iPad 10th Gen WiFi Only](#), or the [512GB 12.9 inch iPad Pro WiFi Only](#)

Apple don't provide many durable iPad cases. You would want to search Amazon for one that fits your iPad.

3) Can my daughter/son use an iPad and Apple ID they already have?

Yes, provided the iPad meets the specifications outlined in the iPads at Kimbolton Brochure, page 4. A consideration with an already-in-use iPad and Apple ID is the potential for personal games and apps to become a distraction at school. If you can trust your son/daughter to balance their recreational and educational time well, you may choose to keep their iPad as it is. Alternatively (preferably) you could wipe the iPad, create a new school Apple-ID and start afresh- this would be the 'safest' option, particularly for younger pupils.

If you choose to use an already-in-use iPad, certain additional steps would be needed, outlined in question 4...

4) What other considerations to using an already-in-use iPad and Apple ID is there?

A basic Personal Apple ID account comes with 5GB of storage. This is not enough for school and it would need to be upgraded with a monthly subscription; 50GB costs £0.79/month. This would be more than enough to store data and backup the iPad when in school.

An alternative to a monthly iCloud subscription is Family Sharing. If you already have this setup, using an already-in-use iPad and Apple ID would be a logical choice.

*If using an already-in-use iPad and Apple ID, Parental Support **must** be activated and Messenger and FaceTime deactivated. This is covered in the iPad Setup Video #3. Pupils must not have access to these apps while in school as they have caused many issues in the past. Advantages to the “Start Afresh” route are covered in question 7.*

5) I already have an iPad, but it is 3G/4G/5G (cellular) capable. Is this OK?

Pupils cannot use an iPad with cellular capability at school as this circumvents the school’s internet filters and stops the school from being able to protect the pupil from harmful online content. It is also against the Acceptable Use Agreement- please do not purchase an iPad with cellular capability.

If you already own one that does have cellular capability, as long as the SIM card is removed while at school it can be used with no issues.

6) Why doesn’t the school loan iPads to pupils?

If this was done the cost of the iPads, upgrades and repairs would be added to school fees. It would not allow parents to make their own choices about purchasing or to use their own device, since some pupils might already possess an iPad. It is also important to teach pupils the responsibility of personal ownership. Also, as the iPad is a personal device, pupils can also use it for recreation at home- at parent’s discretion- and keep it when they leave school.

7) What are the advantages/disadvantages of creating a new Apple ID vs. Using an “old” one my son/daughter already has?

-A new Apple ID will let the iPad start ‘afresh’, with no games, social media apps or subscriptions from an old account becoming distractions during school or at home. Parents can set up Parental Restrictions from the beginning to keep the iPad distraction-free and productive.

-The “new Apple ID” route comes with 200GB of free iCloud space. If you use an old Apple ID you will need to upgrade the account to at least 50GB of iCloud space- this will either require a monthly subscription (£0.79/month), or adding the account to Family Sharing.

-Using an old account will let you add the account to Family Sharing. It will also let you turn on ‘Find My iPad’, meaning that if it gets lost you can ‘ping’ it. The new Apple ID method **won’t** give those two options, which for some is a disadvantage.

-It is easy to keep an iPad setup with a new Apple ID “credit-card-free”. However, using an old Apple ID could require an iCloud upgrade to 50GB, meaning a monthly subscription may need to be paid using either a credit card or adding funds to the account with [gift cards](#).

8) Hang on- my son/daughter is in the 1st Form and is not 13 yet- they cannot set up an Apple ID. What do I do?

Apple has set an age restriction of 13 for a Personal Apple ID like some other web services. We manage this by asking parents to set the iPads up on the pupil’s behalf. The iPad Setup Guide Video #1 explains how to enter in the Parent’s date of birth if the pupil is under 13- at least until the pupil is 13 years old and then this can be updated. This would be you acting “in loco parentis”. We have consulted with Apple regarding this and they have advised and approved.

8) How and when do I set up the iPad and Apple ID?

Read the [iPads at Kimbolton Brochure](#). In summary:

-Parents and New Kimboltonians must read and sign the **Acceptable Use Agreement** (<https://www.kimbolton.cambs.sch.uk/ipads>) and confirm in Engage that they have done so.

-Once done, parents will receive their son/daughter’s account details and a link to the **Setup Guide Videos**, from early July onwards.

-The first 3 videos will need to be completed by early August. This is important as pupil’s school account password will expire mid-August and if the school account is not properly set up before then, [IT support](#) will need to be asked to reset it.

Video 4 can be done late August.

For any issues during setup, please email ipads@kimbolton.cambs.sch.uk

Please also see question 9...

9) I need help! Can I come in to Kimbolton and you set it up for me?

Yes and no- Kimbolton will run drop-in sessions for parents the week of the beginning of term. Details of this will be in the iPad setup email you receive from school. In the drop-in session we can reset the school account password for you and show you how to follow the video guides to get the iPad set up properly. The whole process takes an hour or so, so we can get you started at school but we made the videos so you can complete the process in comfort over a morning or evening.

10) How can I buy apps for my son/daughter if there is no credit card attached to their Apple ID?

Yes- a credit card linked to a pupil account could be a dangerous thing! To add funds for purchases, [gift cards](#) can be given and redeemed in the App Store.

11) Which Apps will the school provide and how will pupils get them?

The school provides pupils with several apps that usually cost money in the App Store, most notably Notability- the handwriting and annotation app.

Many other apps are free and can be downloaded from the App Store in the usual way.

In addition, the School Account is actually an Office 365 subscription for their time at school- all Office 365 apps can be installed on their iPads and home computers and signed in with their school account details.

12) My son/daughter is a boarder. How do they set up their iPad?

Boarders set up their iPads following the normal steps, but when they arrive in school they will also need to quickly bring their devices to IT Support to have them registered.

13) Will my son/daughter need to bring in a charger/ headphones/ stylus/ keyboard with their iPad?

*The iPad needs to be fully charged before being brought into school every day. Classrooms do not have charging stations but there is a set of USB-charging lockers that pupils can use in the Queen Katherine Building, beside the Digital Learning classroom- pupils would need to have a **charging cable** and **padlock** to allow use of these lockers during break or lunch.*

In the event of a charging emergency Reception stores a few cables and padlocks that can be borrowed and signed out.

*It is recommended pupils bring **headphones**/ bluetooth headphones/ AirPods- one of the benefits of iPads is the ability to watch and listen to media.*

*A **stylus** is recommended- it gives more flexibility to iPad use, particularly when taking notes or sketching. Styli prices vary and which one to purchase depends on the model of iPad used- read the description carefully before you buy!*

*A **keyboard** is an option but not essential- it may make typing easier and some pupils may prefer one, while some may prefer not to have to remember to charge and pack an extra peripheral.*

14) When will the pupils be required to have their iPads in lessons?

Pupils will be required to have iPads in school and lessons from the first day of school. Pupils will need to get their iPads setup correctly before then. However, teachers are always very understanding and give a few days grace before proper iPad use will begin to give time to iron out any issues first.

15) Will my son/daughter be taught how to use their iPad?

Yes. This will be done through a mix of tutorials, lessons for year groups in Digital Learning (1-3rd) and Digital Safety lessons in PSHE for 1-5th Form. Teachers will also guide pupils on subject-specific apps. Pupils are intuitive users and learners with digital devices and we expect them to teach each other and their teachers about usage too!

16) Where will iPads be kept during the school day?

They will be in classrooms with the pupil for most of the school day. In some lessons they will be secured in racks during the lesson (PE, Games etc.). All pupils are able to have lockers to store their personal possessions and there are dedicated iPad lockers available too for the 3rd and 4th Forms. Experience from other schools and our own suggests that most pupils keep them with them during the day.

17) How will the iPad be protected from being broken or damaged?

Most importantly the iPads need a very robust, quality [case](#), the exact type depending on the model of iPad purchased. A screen protector is also recommended, as replacing a smashed screen protector is easier than replacing a smashed iPad screen!

A robust case may also be a prerequisite for your insurance policy.

Pupils need to be responsible for their own devices, ensuring that they are kept in safe places – in bags on racks rather than on the floor– when going to Assembly or during games/PE lessons. Lockers are also available in close proximity to classrooms- more information will be given about these by Tutors.

The school is a very safe place, with accidents being very few and far between, provided that pupils take care with their belongings.

18) What happens if my son/daughter forgets his/her iPad or it is broken/away for repair?

iPads need to be fully insured. The school does not provide insurance and cannot replace broken iPads. We do not have spare iPads to loan to pupils during an iPad repair or replacement. In this event pupils can temporarily use another device such as a laptop or phone (with their teacher's permission) to access Showbie and keep track of their work. As long as their teachers are forewarned, lessons can be adapted to accommodate for an absent iPad- breakages happen and teachers understand that technology and flexibility go hand in hand!

19) What insurance provider would the school recommend?

We can't! However, your current home insurance may already provide cover, or be extended to do so. You may want to speak to your home insurance company to ask about this. Alternatively, there are several insurance providers that will insure specific items, which can be researched on the internet.

20) Who will help if there are technical problems with the iPad?

Try turning it off and on again. If that doesn't work, a range of technical support is available- The IT Support staff are based in the Queen Katherine Building and are available throughout the day, while Mr Reed in Digital learning next door is versed in most other iPad issues.

21) What happens if a pupil misuses their iPad in school?

Inappropriate iPad use is treated in the same way as any other behavioural issues- the school has an effective pastoral support structure, beginning with the pupil's Form Tutor. House Masters can be involved if needed, as can the Headmaster.

Penalties vary on the severity of the behaviour, working with parents to support the pupil to learn from their mistakes. Ultimately our aim is to guide pupils in developing a safe and balanced use of technology, and while there may be bumps along the way, it is hoped that pupils will grow into mature and sensible members of our modern, technological world.

*Pupils should clearly know what is expected of them when using their iPads in school after reading the **Acceptable Use Agreement**.*

22) You say that Messenger and FaceTime must be deactivated on the iPad. How can my son/daughter communicate with me if they can't use these?

If First and Second form pupils choose to bring phones to school, they need to be stored in lockers following the rules in the Parental Handbook. Older year groups operate an "out of sight, out of mind" policy. Emails are an easy alternative communication solution. Other communication apps can be installed on the iPads, just not Messenger and FaceTime as these have caused issues in the past.

23) Can my son/daughter 'jail break' their iPad? (modify/hack the operating system)

No! Although respect to your son/daughter if they have the technical skills to be able to do so... Jailbreaking affects the reliability of the Apple operating system, invalidates the warranty and insurance and could bypass filters and firewalls... all things prohibited under the AUA.

24) Who should we contact if we have another question about iPads?

*There is one central email address for any iPad related issues -
ipads@kimbolton.cambs.sch.uk.*