

Looking after your Horizon's device over the Summer holiday

Everyone across the Oasis family will have access to their Horizon iPad device over the Summer Holidays. We know that learning doesn't just take place in the classroom and students are able to learn, study or research online at home. Please read the following guidance on how using your iPad when the academies are closed over the holidays.

What should you do if an iPad is lost or stolen?

If your child loses their iPad, please contact the IT Service Desk immediately via **0207 921 4330**. This team will place the device in 'Lost or Stolen' mode. Please also message Mr Foster via ClassDojo.

When this mode is activated, the iPad will be locked which will prevent it from being used. When lost or stolen mode is activated then the last known location of the device becomes available to the IT Team. This location will continue to update if the iPad is moved. This will help us to find your child's iPad. Remember that pupils and parents / carers are responsible for taking care of the iPad including ensuring that it is not lost.

If the iPad is stolen when away from the academy, then please also to report the theft to the Police and provide the crime number to the academy and to the IT Service Desk. The IT Service Desk will provide location information, obtained from the use of lost or stolen mode to the Police.

Please remind your child that in the unlikely event that someone they do not know demands the iPad from them, they are to not put themselves in any danger and to give it to them immediately. If an iPad is lost or stolen, it will not work for anyone else. We can lock any iPad that is reported missing, and we will then track its location and pass this information to the police.

What should you do if your iPad gets damaged?

If your child's iPad is damaged, then it is important that it is repaired. These repairs **MUST** be undertaken by the Oasis IT Team and must not be attempted by the user or arranged through a third party repair service. If your child's iPad is damaged, then please inform Mr Foster at the earliest possible time. In the meantime, please do not use your iPad as this could further damage your device. iPads that are damaged due to negligence or lack of care will result in the child's parent / carer being asked to meet the costs of repair in part or in full.

Staying safe on their iPad

Your child should keep their iPad in its specially made case. This will keep it safe if it's accidentally dropped, and will protect the screen from anything else in their bag. When they are travelling, keep the iPad in a bag, out of sight. This will help make sure that the iPad does not get damaged or lost. Your child should only use their iPad where they can hold it carefully. Accidents are more likely to happen if when the iPad is used whilst on the move!

Jamf Parent

You can manage your child's device by allowing and restricting apps and setting timers for app usage. To get yourself set up on Jamf Parent, click the following link and watch the short video tutorial:

https://docs.jamf.com/jamf-parent/guide-for-parents/Getting_Started_with_Jamf_Parent.html

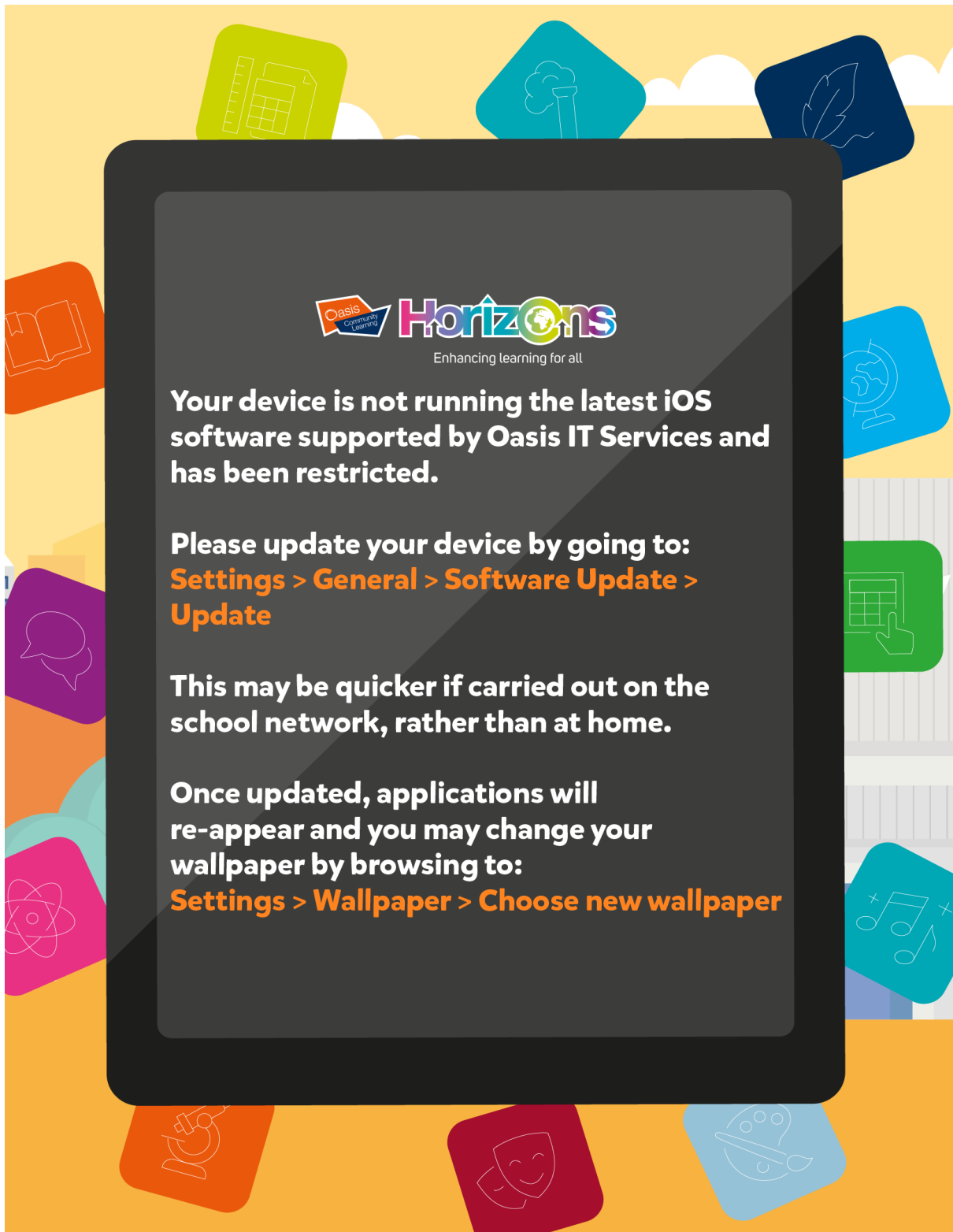
Can we take the iPad on holiday?

As explained in the Home Use Agreement, the iPad must remain in the UK unless this is approved by the Oasis IT Team. If you would like your child to be able to take their iPad abroad, please contact your Academy well in advance of the trip and this will be discussed with the IT team. Oasis now prevent access to Office 365 outside of the UK for all our users.

iOS Updates

It is critical that all Oasis devices are updated to the latest software to make sure that they are not susceptible to viruses and Horizons iPads are no different. Updates will be provided regularly by the IT team but staff, students and parents must allow the update to be applied. If the update is not applied in a timely manner, then the IT team will change the desktop wallpaper on the iPad and restrict the use of applications on the device automatically.

The device will look like the below and only the settings app will remain.



At this point the update must be applied in order for the device to return to normal operation automatically.

PIN and password

If you forget your PIN code or password to your Office 365 account, contact the service desk in the first instance. It is imperative that the device is NOT restarted as it will disconnect from the Wifi and the service desk will not be able to remotely clear the PIN. Parents will need to contact the service desk, prove identity and the PIN will be remotely cleared, prompting for a new one to be set.

Still stuck?

The IT Service Desk will provide support to all users including students / parents / carers between 8:00am and 7:30pm. The service desk can be contacted by phone on **0207 921 4330** or via email ServiceDesk@Oasisuk.org

Parents / carers may be required to provide proof of identity via security questions when contacting the IT Service Desk.

