Hello TJMS Families!



Welcome to our 2020-21 school year. We would like to take this opportunity to share some information, resources, and tips to help start the school year with the APS iPads. Please check with your child if the APS iPad is in working condition and they are ready for the beginning of the school year.

Make sure that your child can unlock the iPad. In addition, they need to make sure they logged into Global Protect, Canvas, StudentVue, and MS Teams. If your child has any issue with his/her iPad, please contact [jeftechhelp@apsva.us](mailto:jeftechhelp@apsva.us)

**Important information on the different technology being used:**

* We will be using Canvas to house instructional content from teachers, including links to the live classes. In addition, teachers will use Canvas for students to submit online assignments.
* APS Google drive is where students store school files, such as documents and presentations.
* Microsoft Teams will be the primary application for synchronous learning.
* StudentVue is where a student can see only his/her grades, schedule, report card. ParentVue is where a parent can see grades, schedules, etc, for all children enrolled in an APS school.

**Student iPad Information:**

* For Jefferson students **new to APS** (grades 6-8): please pick up an iPad from the APS Syphax between 9:00 am and 11:00 am on September 1, 2, or 3. The building is located at 2110 Washington Blvd Sequoia Plaza 2, Arlington, VA 22204
* 6th grade students who went to an APS elementary school should have their iPads. If your child does not have it, please contact [jeftechhelp@apsva.us](mailto:jeftechhelp@apsva.us).
* We will be replacing 6th grade iPads after the school year starts. More information will be emailed to our 6th grade families when we are ready to swap iPads.

**Tech Tips for Distance Learning:**

* Make sure your student has proper notification setup for the Canvas Student app. This will be important so that the iPad will get a notification for Canvas items. Please see directions here (especially for Push Notifications):

[https://community.canvaslms.com/t5/Canvas-Student-iOS-Guide/How-do-I-set-Notification-Preferences-in-the-Student-app-on-my/ta-p/1928](http://track.spe.schoolmessenger.com/f/a/rBtvsUmbDit8vpuMcvOwqw~~/AAAAAQA~/RgRhJp8GP0SEaHR0cHM6Ly9jb21tdW5pdHkuY2FudmFzbG1zLmNvbS90NS9DYW52YXMtU3R1ZGVudC1pT1MtR3VpZGUvSG93LWRvLUktc2V0LU5vdGlmaWNhdGlvbi1QcmVmZXJlbmNlcy1pbi10aGUtU3R1ZGVudC1hcHAtb24tbXkvdGEtcC8xOTI4VwdzY2hvb2xtQgoASIZrRV-hU39IUhdoYWVsZWUuc29sb21vbkBhcHN2YS51c1gEAAAAAQ~~)

* Have your student provide his/her iPad passcode to unlock the iPad to you or remove it. This step is important. If your student forgets his/her passcode to unlock the iPad, the only solution is to wipe the iPad using a computer with the latest version of iTunes and can only be resolved by taking the iPad into Syphax.

**Apps that your child should have on his/her iPad**(if it’s not there, please download from the app catalog) and please make sure that your child have logged into these apps:

* Google Drive
* Google Docs
* Google Sheets
* Google Keep
* Canvas
* StudentVue
* Microsoft Teams​​​​​​​

If your child is trying to log into a Google resource, your child needs to put “@apsva.us” after the student ID number (i.e. [123456@apsva.us](mailto:123456@apsva.us)). This email account is fake and is used only to access Google resources. Your child cannot email from or receive email with this account.

Here are some additional resources for you and your student:

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| **Resource** | **How to Get to the Resource** |
| **Middle School Student Technology Tutorials**: Tutorials to help with iPad, Canvas, Microsoft Teams and Google | <https://www.apsva.us/ms-student-technology-tutorials/> |
| **TJMS Student/Parent Tech Support**: Students and parents are asked to reach out to teachers first with all instructional questions even if they are related to technology. | For hardware or all other technical issues, email [jeftechhelp@apsva.us](mailto:jeftechhelp@apsva.us) Please include student name, student ID, and all specific details relating to the issue. |
| **Thomas Jefferson Website:**  **Digital Learning Updates and Tips** | <https://jefferson.apsva.us/technology-resources/digital-learning-initiative-updates/> |

**Students New to APS**: Please note that this iPad has already been configured for your student and several apps have already been downloaded onto the iPad. Your student will need to do the following steps when you get home:

* Put the iPad on the home Wi-Fi.
* Launch the Global Protect app and tap to connect. Global Protect is our VPN that provides content filtering. If the iPad does not connect to the Internet, it may be because the iPad did not connect to Global Protect. So, please make sure to do this step. The ITC connected your child’s iPad through Global Protect on the APS Wi-Fi, but you will need to do this step at home as well.

**Current APS Students**: If you have issues with connecting to home WiFi, you are most likely not logged into Global Protect. Please follow these steps to troubleshoot the issue:

Go to General > VPN > GlobalProtect

Click the tiny blue info icon (i)

Set “Connect on Demand” to “Off”

Click Home button (round button)

Open the GlobalProtect app

Click connect and sign in.

Go back to the Settings app

Go to General > VPN > GlobalProtect

Click the info icon (i)

Set “Connect on Demand” back to “On”