RGS Prep Schools - Parent's Guide to Setting up the Child's iPad

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Introduction

This guide has been prepared by our Computing and IT department, at the request of parents, to offer, in one place all the relevant information to enable Parents to ensure their son or daughters iPad is set up appropriately.

Our aim has been to attempt to simplify, in so far as is possible the information contained in this guide and to avoid unnecessary complication or use of technical language. However, by its very nature this is a guide relating to technical issues. I encourage parents to be brave enough to read both the rationale detailed herewith, as well as cross reference the options we advise you turn on or off on your child's iPad. Our ultimate goal is to make it all as easy and seamless for the learner as possible.

The guide is designed to specifically suit the needs of parents who have pupils in either Year Five, or Year Six, at either RGS The Grange or RGS Springfield.

Can I stress this is a guide, and our current suggested best practise. Please be aware as vendors, including Apple, either enhance or alter their feature sets, we may need to revise the advice contained within this guide. You may choose to deviate from what we have suggested, as determined by individual needs and circumstances, that is perfectly acceptable. Please be aware this guide is written for devices using iOS 9.

We continue to welcome feedback and suggestion from our Parent body. If you have an idea, or think we could/should do something differently, or indeed better, please do get in touch.

Robert Berry - Director of Computing & IT

Airwatch

Airwatch is a Mobile device management (MDM) system that allows RGS to remotely manage certain settings on a phone or iPad. It is a requirement at RGS that all devices a pupil wishes to use at school must be registered on Airwatch.

Currently RGS will provide and pay for all the required educational Apps. Airwatch allows us to quickly distribute Apps to your child's iPad as well provision email and print settings. Airwatch does not enable RGS Worcester to monitor your activity and it does not allow access to personal content.

Registering the device on Airwatch takes only a couple of minutes and can be done at home or in school. A realtime video and step-by-step instructions can be found on the RGS Digital Learning Programme pages. Please click here for more information.

Apps

We will provision the required Apps via our mobile device management (MDM) solution Airwatch. These will be deployed to iPads automatically when a pupil registers their device on our system.

Pupils will not be expected to install Apps during the school day. Please ensure that the required apps are installed prior to your child arriving at school.

A list of the apps that have already been purchased for your child can be found here. This list is subject to change as new apps are added.

To install these Apps, please choose App Catalog then simply tap to install.

App Catalog

As your child moves through the school and apps are not required, they will be automatically removed.

If a device is wiped or unenrolled from Airwatch then the apps will need to be reinstalled.

Accounts

Pupils will require a total of three different user accounts to enable them to fully utilise their iPad at RGS. In this section you can find out about the different accounts.

RGS User ID
This will normally be the surname, followed by the first initial of each pupil. For example, a pupil called Peter Smith would be provided with a User ID smithp.

The RGS eMail address provided to each pupil will be their User ID followed by @rgsw.org.uk, for example smithp@rgsw.org.uk. Pupils use the same password for both their RGS eMail and UserID accounts. All pupils in Year Five and Year Six are provided with a school eMail address.

The RGS User ID (often it will be referred to as the UserID) is used to log into computers at school, and RGS accounts for email, printing and to access files.

To log onto the WiFi signal whilst at school, pupils must use the WiFi signal called RGS Student. When you register an iPhone, iPad or indeed any device on Airwatch at school (something you only have to do once) use your RGS email address.

RGS Google Account
The school will also create an RGS Google account for each pupil.

RGS is able to control (i.e. reset passwords) for all Google Accounts ending with the domain @rgsw.org.uk

The RGS Google accounts are unlimited in terms of data storage and most importantly, because they are known to be in an educational domain, Google does not index or search our content. These accounts can be used by both teachers and learners to share content, provision resources etc. The accounts can be accessed both by iPads as well as pupils when they are at school, importantly also via any laptop or desktop you may have at home.

Here is where it can get confusing. The RGS Google Account ID will be the same as the RGS eMail account, e.g. smithp@rgsw.org.uk. However this is something you need to remember - it is a different password (unless you set them both to be the same). The RGS account and the Google account are not linked.

Apple iCloud Account
In order to use any iOS device you need to associate the iPad or iPhone with an iCloud account. You may already have one. In some instances parents have associated their iCloud with their son/daughter's iPad. This is no longer the recommended course of action. Apple has now created something called Family Sharing. This now allows pupils under the age of 13 to have an iCloud account which can be associated with a parental account. This is now the recommended course of action.

Family Sharing

Family Sharing allows up to six people in your family to share each others iTunes, iBooks and App store purchases without the need to share accounts. This allows for Apps to be paid for on the same credit card and most importantly, parents can approve purchases before they are installed.

If you would like more information about Family Sharing please visit the Apple website

Setting up Family Sharing is simple. Using your Apple ID, you can create a Family sharing group and invite members to join. If your child is under 13, you can create an Apple ID for them and it will automatically join your family group and enable the "Ask to Buy" option.

For instructions on how to setup Family Sharing click here.

The Ask to buy option allows your child to find free or paid Apps that they want but gives you the control to allow or deny the purchase, and hence control App install.

For instructions on how to configure "Ask to Buy", please click here

Home use of an iPad

It is important to strike the right balance when using technology. We advocate the use of technology at school only when it enhances teaching and hence learning. We appreciate young people may be drawn to a screen. Hence we applaud, indeed strongly encourage parents to moderate the use of the iPad at home to sensible and appropriate levels. We discourage the use of the iPad just before bedtime, and we strongly recommend the iPad is left downstairs in the evening to charge, not taken upstairs to bed.

We suggest and encourage parents to engage with their children when using their iPads at home, to see what they are using them for and discover how they are being used, to keep abreast of the content of their child's iPad.

We accept pupils will want to install their own Apps on their iPad. The school as such do not prohibit this, but encourage parents to be aware of what is installed on their child's iPad.

We require all pupils to bring their iPad to school in a case, the current recommended case is a Griffin Survivor.

Internet Access - Filtering of Content

Whilst at school, all content our pupils access is filtered. The filtering is not, and never will be 100% effective. However filtering is closely monitored and constantly amended and adapted as required. eSafety training courses are delivered to each pupil annually.

At home we advise Parents to turn on Parental filters -more details are available here - http://www.saferinternet.org.uk/advice-and-resources/parents-and-carers/parental-controls

Enabling Restrictions on an iPad

The iOS allows for parents as well at RGS (via the MDM), to set a number of restrictions on each pupil's iPad. When a pupil (or parent on his/her behalf) registers a device, a registration profile is installed on the pupil's iPad. Via the registration profile a number of restrictions will be set, but these are limited. We appreciate each family may have different requirements, hence in the main we advise parents to take responsibility to for enabling restrictions, and in so doing gain an understanding of what is both possible and desirable.

The following section in the guide details the restrictions we have enabled, and those we are suggesting parents enable. The aim is to ensure all our pupils use the equipment effectively and safely, whilst not be hampered due to inappropriate settings being enabled.

Restrictions enforced by RGS

Through our Mobile Device Management System (Airwatch) we will manage the following restrictions automatically:

> Books - Erotica in iBooks is not allowed
> TV Shows - will be set to Caution
> Music - will restrict explicit content
> Films - will be limited to PG rated films

These restrictions will not appear to be configured in the restrictions section of your iPad but are managed by Airwatch through a profile.
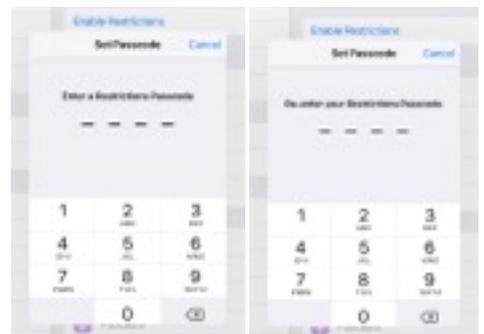
Enabling Restrictions

Step 1: Go to *Settings > General* and scroll down to find *Restrictions*.
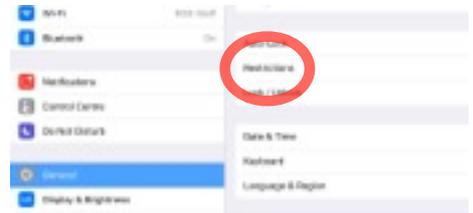
Step 2: Within *Restrictions*, click on *Enable Restrictions* at the top of the screen.


Step 3: You will be prompted to enter a new passcode for Restrictions. **It is important that you choose a passcode that is different to the one currently on the iPad.**

Step 4: You will then be prompted to re-enter the Restrictions Passcode.

Once this has been set, you will then be able to turn restrictions on and off, as well as changing settings for what content you can accessed, for example limiting Apps to a particular age group.
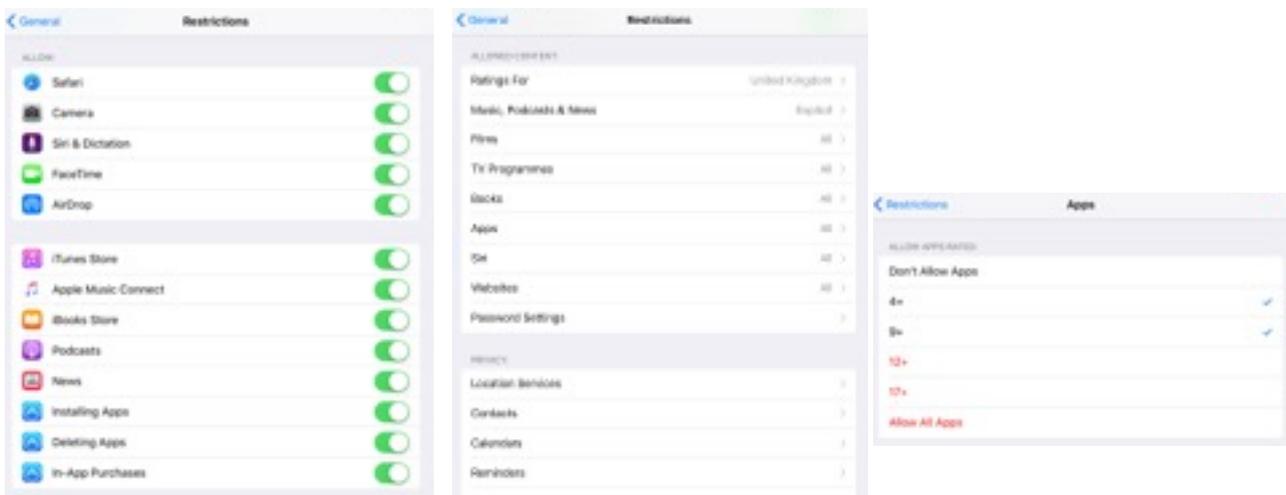

Restrictions Suggestions

Below we detail which restrictions we propose parents enable and disable. Teachers will not expect a pupil to be able to install any Apps at school. If a member of staff asks the IT Department to purchase and deploy a new App to a pupil, the IT Dept will do so via the App Catalogue. The respective teacher will eMail parents informing them a new App is to be deployed. When the iPad is brought home parents are then asked to disable restrictions temporarily, install the required App, then re-enable restrictions.

We suggest that the following Apps remain on, allowing access to these functions on the iPad (as shown in the image):
1. Safari
2. Camera
3. Siri & Dictation
4. AirDrop

We suggest that the following Apps are turned off:
1. FaceTime
2. iTunes Store
3. Apple Music Connect
4. iBooks Store
5. Podcasts
6. News
7. Installing Apps
8. Deleting Apps
9. In App Purchases
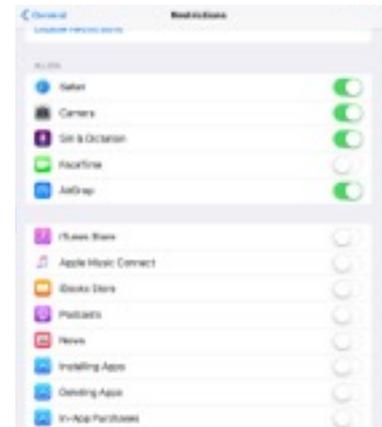
Amending Restrictions

To amend Restrictions, go to *Settings > General > Restrictions*. Enter your passcode for Restrictions (this should be different to the iPad passcode). Once you have entered your passcode, you will be able to make any necessary changes that you require.
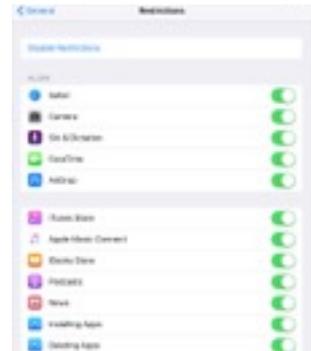
Disabling Restrictions

To Disable Restrictions, go to *Settings > General > Restrictions*. *Enter your passcode* for Restrictions (this should be different to the iPad passcode). Once you have entered your passcode, you will see the option to *Disable Restrictions* at the top of the screen.
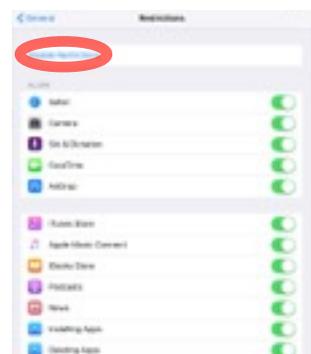
You will then be prompted to enter your passcode for Restrictions and this will then disable all restrictions from the iPad.

Disabling these restrictions will NOT change the restrictions enforced by the RGS Airwatch System. For further information on restrictions, please click here.

Backing up an iPad

When an iCloud account is created, the account comes with 5GB of free cloud storage. This allows for a device to be configured to be automatically backed up to the cloud. Should your device get damaged or stolen, logging into a new device with your Apple ID will allow you to restore the backup from the cloud. To enable iCloud backup, please follow the steps below.

iCloud automatically backs up your iOS device information daily over Wi-Fi when your device is turned on, locked, and connected to a power source.

Back up automatically
On your iOS 9: Go to *Settings > iCloud > Backup, then turn on iCloud Backup*

It is also possible to backup an iPad using iTunes on your PC. This can be carried out as well as the automatic iCloud backup but please be aware that this can disable the iCloud backup so please check this option is still enabled after you backup using iTunes.

For details of how to backup using iTunes, please click here

Updating apps
We recommend that App updates are configured to to automatically download.

On your device: Go to *Settings > iTunes & App Store > then turn on Updates*.

If turned on, the other settings listed below will automatically download Music, Books or Apps purchased on another device that its using the same Apple ID.

Changing an Apple ID
If you need to change the Apple ID on your child's' device to a different Apple ID, please email help@rgsw.org.uk before proceeding as this can affect how apps are distributed to your child's' iPad. We will then contact you with instructions on how to proceed.

Checklist

1	Does the parent have an Apple ID?	
2	Does the pupil have an Apple ID?	
3	Is the iPad registered to AirWatch?	
4	Is Family Sharing configured?	
5	Are restrictions on the iPad configured?	

For more information on the school IT Usage Policy, please click here. You will find more information on the Uses of Computers and Internet by Young People, the Pupil iPad Usage Policy, Rules for Responsible IT and Internet Use (Prep School and Lower School Version), and the Digital Learning Program.

For more information on the Digital Learning Program, please click here.

Alternatively, send your queries to help@rgsw.org.uk.

We continually strive to keep abreast of best practise and will review recommended practice from time to time. We encourage parents to share their ideas as well as concerns, if any with us as we strive to ensure we offer each and every child at RGS an outstanding education. In the event of substantive change to this guide, we will inform Parents via a suitable channel.