
Using Your Teesside University iPad



Frequently Asked Questions:

Can I set up my device using an existing backup or device?

No, this would prevent the correct profile and applications deploying to your iPad

However, if your iPad is replaced due to a fault or damage you can restore it from a back-up made from a TU Managed device. Please contact IT Services to facilitate this.

I forgot my Passcode for the iPad, do I need to erase the device and start again?

Not necessarily, managed devices can have passcodes removed if your device has an active internet connection (you will see this symbol  in the top left corner of the screen). Please contact IT Services and we will attempt to clear the passcode remotely. If your iPad does not have the  symbol then your device will have to be erased. Please follow: [If you forgot the passcode for your iPhone, iPad, or iPod touch, or your device is disabled](#) your device will then run through the same set up process as when it was issued to you. If you need any assistance please contact the IT Helpdesk.

Can I use my existing Apple ID with my new iPad?

Yes, however our recommendation is that you create a new Apple ID for work purposes.

For the purposes of data protection do not use an Apple ID that other people have access to.

How Do I stop notifications during meetings or lessons?

Use Do Not Disturb – Swipe up from the bottom of the iPad, tap the Moon icon.

How do I connect a keyboard or another Bluetooth device?

From the home screen, tap settings, tap Bluetooth, put the Bluetooth device into pairing mode. The iPad will see the device under OTHER DEVICES

How Do I search my iPad?

Swipe down on the home screen then enter your search in the text box at the top of your screen

Do I need to buy the Apps again for my new Apple ID?

No, you can access most paid-for Apps and content between as many as six Apple IDs using [Apple Family Sharing](#)

What is the difference between Self Service and App Store?

Self-Service apps do not require an Apple ID to install them, the license is linked to the iPad, not your account. Think of Self-Service as our internal App Store or Apps Anywhere for your iPad. Self Service Apps may include custom configuration settings that are also applied to App Store installed Apps.

There is an App that I find useful and would like to use as part of my teaching, research or work-flow how can I get this added to Self-Service?

That's great, please let us know through the IT Portal to request approval and addition.

Do I need to back up my devices using iTunes or iCloud?

Generally speaking data syncs to your device for external services so would not be included in a back-up. iCloud and iTunes can be used to back up data, like photographs and documents that are not synced.

I saw a notification about an iOS update should I install it?

Generally, yes, however, when upgrading, for example from iOS 11 to iOS 12, we recommend that you do not update immediately to allow IT Services and LTE time to test the stability of the new operating system when working with our systems.

An App does not launch, what should I do?

Restart your iOS device

Uninstall the app (press and hold until your Apps wiggle, tap the x on the top left corner of the App you want to remove)

Reinstall the app from Self Service or App Store

Should I allow my Apps to update

Managed Apps (installed as part of device set-up or using Self Service) are set to automatically update please allow these to update when notified. It is good practice to keep your personal App Store Apps updated

How Do I get my email on my iPad?

You can use the inbuilt mail client, the outlook app or stone.tees.ac.uk

1. [Set up an email account on your iPhone, iPad, or iPod touch](#)
Select Exchange as your email provider, enter your ID and Password
2. [Set up email in Outlook for iOS mobile app](#)
Outlook for iOS is available through Self Service
3. [OutLook Web Access](#)

How do I access my files, U drive or Shared files?

1. Sign into [File Manager](#) in a web browser to access your U drive, to
2. OneDrive for Business can be used to sync your files between work devices and is the preferred method for doing this.
3. If your team has a SharePoint site, you can access this through a web browser and open your files on the iOS versions of your office applications

My Zagg Rugged Messenger Keyboard will not connect to my iPad

See: [Zagg Rugged Messenger Keyboard Online Manual](#)

My Smart keyboard will not connect to my iPad Pro

See: <https://support.apple.com/en-gb/HT205237>

What happens if I lose/break my iPad?

Inform the IT Helpdesk.

The iPad will be placed in Lost Mode, Erased and placed into Activation Lock.

A replacement device can be issued by LTE or the Helpdesk and you/your school/department will be liable for the cost of the replacement, currently £345.

Is Teams & OneNote going to replace Blackboard?

No. But Teams set up as a class using a Class Notebook can be very useful as a space for storing materials for teaching on a per module basis. See: [How do I set up Teams?](#)

What student training is taking place and what's the support for them?

Students will be able to participate in Microsoft Office Specialist courses delivered by Technology Enablement and additional iPad training available through the library web site.

Do I have to use the Teesside University supplied iPad for teaching?

If you prefer to engage with the Toolkit using an alternative device that's fine.

What's the expectation of me in terms of using the device?

How you use iPad and the FFL App Toolkit in your teaching and research is up to you.

What's the expectation of me in terms of using the toolkit?

The FFL Toolkit is a starting point for modern teaching methods and has been chosen to be device agnostic, most of the apps have a web-based alternative. Your usage of the device may be audited and students will be asked for feedback on your level of digital engagement.

How do I set up Teams?

[Create a team for classes in Microsoft Teams](#)

Additional Teams Training is available on [The Staff Development Database](#)

Can I install my own apps?

Yes, you can install university provisioned Apps from Self Service. The App Store is available should you wish to add Apps for personal use or additional Apps for use in your teaching.

Where are my files stored?

Your files are stored in OneDrive, this can be accessed on any Teesside University device at www.office.com

How will I do this in a GPT room?

HDMI Adapters have been fitted to all teaching rooms, we are currently investigating methods for wireless connectivity.

Desktop folder with FFL Toolkit?

Student and Staff computers will be issued with links to the FFL apps, in addition this can be found on the FFL page on <https://ithelp.tees.ac.uk/>

Can I book the Digital Classroom (CL1.03)?

Yes, you can book the Digital Classroom for your active/collaborative teaching sessions. Please contact roombookings@tees.ac.uk

Are there other rooms of this kind planned?

Yes.

When are students being given the devices?

All first-year full time undergraduate students will be issued with iPads as part of the enrolment process.

I am leaving Teesside University or moving to a role that does not include teaching, what should I do with my iPad?

Please erase your iPad by following the steps here:

[What to do before you sell, give away, or trade in your iPad](#)

Then return it to the IT Help Desk.

Why an iPad?

1. The Apple Management Framework allows for the rapid deployment of iPad.
2. Price vs Performance for iPad compared to similar devices.
3. iPad is a fixed platform meaning that all users have a unified environment.
4. [Why I've just ordered 4,000 iPads](#)

Is this the latest version of the iPad?

No, the iPad 5th Gen was the latest available version at the time of purchasing. The 6th Gen iPad was released subsequently with the addition of support for the Apple Pencil.

Can it be used with the Apple Pencil?

The 5th Gen iPad does not support Apple Pencil, this applies to devices issued in 2018. If your iPad was issued from January 2019 it may be a 6th Gen device, check the model number on your device [Identify your iPad model](#) A1893 means it is a 6th Gen and will support pencil. If you have teaching that would benefit from the use of Apple Pencil and wish to supply these to your students, please speak to your school management team about purchasing an upgraded device and Pencils.

Do I have to enable Location Services?

No, however some applications work more effectively with location services enabled and location services is required for the personal and institutional Find My services. Teesside University cannot get your GPS coordinates from your iPad unless Lost Mode is enabled. Similarly SafeZone will not share your location unless you tell it to do so.

My Question about my iPad or Apple ID isn't on here, what should I do?

Please submit a request through the [IT Portal](#).