

iPad post release - reset instructions

This guide is primarily for

- Year 11 students that have finished their GCSE exams
- Students who are leaving the Crypt School midyear
- Students who joined in year 7 and have bought a new iPad through the school iPad scheme in year 10 or later.

This process is destructive and will **WIPE EVERYTHING** off the iPad so before doing this please check that the iPad is backed up to iCloud. This is under Settings > Name (Account) > iCloud Backup. Alternatively you can copy anything you want to keep to your google drive or another cloud backup system.

For Year 11 Leavers

We aim to release year 11 iPads around Mid-Late June, once the device has been reset you can still bring it back in if you're returning for year 12. However you will have to connect to the 6th Form BYOD Wi-Fi, the details of which are available on the Sixth form section on the school internal launch page.

As the device is no longer managed by the school the device will not be able to print to the printers, nor can we install apps on it or put it into lost mode if it goes missing.

For students who are leaving before year 11

We're sad to see you go, but before your last day please see us in the IT office so we can organise the release of your iPad cleanly and so we can give you advice on how to move anything important off of your school account.

If you've already left please contact the school and ask for IT and we will give you guidance on how to proceed.

For Year 10 students that have bought a new iPad through the school

Once you've come to collect your new iPad from the IT office we will typically release your old iPad 24-48 hours after you collect it. Please make sure that your iPad is backed up and all of your iCloud data has synced to your new one before you reset the old one.

Reset Instructions

Only follow these instructions once we have confirmed to you that we have released the device - otherwise you will have to reset it all over again.

On the iPad go to Settings > General > Transfer or Reset iPad > Erase All Contents and Settings.

If the above method fails here are the instructions on how to reset it using iTunes on Windows or a Mac device. <https://support.apple.com/en-gb/108925>

Once reset it is likely to pop up with a notification saying that the iPad is partially setup already, please select **Erase and Start Over**, this is to make sure that the devices restrictive settings have been fully removed

As the title suggests it will **WIPE EVERYTHING** off the iPad, so before doing this please check that the iPad is backed up to iCloud. Again this is under Settings > Name (Account) > iCloud Backup. Alternatively you can copy anything you want to keep to your google drive.

Anything stored in Google Classroom or Google Drive will be accessible via any web browser, you will not need to backup anything that is on there.

<https://drive.google.com/drive/>

<https://classroom.google.com/>

<https://mail.google.com/>

If the Setup says that the device is managed by The Crypt School, then it hasn't been released and you will need to visit the Crypt IT Support Office.

During the Setup process please don't use your school apple ID (your school email address) and then restore the iPad from backup otherwise this will likely just reimport all the previous restrictions. We recommend that you use your personal apple id here. If you haven't got one you will have to sign up for one.

Once you have reset the iPad you can sign back into your apple account with your school email address (only if you want to - for example you are in Y12 and still using it as your main school device) to get everything back down from icloud such as photos and apple docs like pages.

Useful Information Post Reset

You cannot use your school email address to sign into the Apple App store as managed school email accounts are restricted from doing so. So if you are signed into the iPad with your school account but want to add apps for example you will need to separately sign into the App store using a personal Apple ID. We highly recommend that you create your own personal apple ID and use that to sign into the app store separately. You will have to do this to download any apps you may want to put back on the iPad.

If you want you can still sign into your School Apple ID so you can still make use of the larger school iCloud storage.