

Good morning,

Below you will find a few helpful guides as it relates to using Cocalico School District Devices off-site. If the information bellow does not fix the issues you are experiencing, we have placed a Student Tech Support survey on the district website [found under the “Students” tab > “Tech Support”]. We are also in the process of building a repository of tutorials that will help families with any technical needs they are experiencing. That can be found here: <https://datastudio.google.com/reporting/1kw86gov2KoSjPpgHxZCHZCh60S4OLaQ2/page/oePt>

CSD iPads

- **Every 24 hours**, the iPad will need to re-authenticate with the district’s filter. To do this, you will need your child’s district username and password. The link below walks you through this process.
 - https://docs.google.com/document/d/1JrNVlYcjk_fhxTYs_TycrUwoQz3zz_1qgmsgUurYYfg/edit
- Common Error with Seesaw: (NSURLErrorDomain error-1012.) This means that the student must authenticate before logging into the app. Visit the link above.

CSD Laptops

- **Every 24 hours**, the laptop will need to re-authenticate with the district’s filter. To do this, you will need your child’s district username and password. The link below walks you through this process.
 - https://docs.google.com/document/d/1bn5N3W2mcT5KvPIfP6Sa_YifFG17eWZi-oK6ZP0tDUs/edit
- Common Error: Schoology loads with only links and no images. This means that the student must re-authenticate before accessing content. Visit the link above.
- If the date and time is inaccurate on the device, the device may not work as expected. To fix this issue, follow the steps below:
 - Step 1:** Make sure the device is charged. Turn the computer off, take it with you and drive to the building you attend school.
 - Step 2:** Park near the front of your child’s school building (the computer will need to connect to the district wifi)
 - Step 3:** Turn the computer on, wait for at least 5 minutes to see if the date/time change.
 - Step 4:** If it doesn’t, then restart the computer again.
 - Step 5:** Please submit a Support Ticket as noted above.