

DPS Remote Learning Student Technology FAQ

1. I am unable to unlock my iPad

The lock code of the iPad is your Student ID. If you are unable to lock the iPad, please contact your school to ensure you have the correct device. If you do not know your code, IT is unable to remotely resolve lock code issues.

DPS is not offering onsite technical support during Remote Learning.

2. I am unable to connect to my home WIFI network

If you are having trouble connecting your iPad to your home wifi router try these steps:

- Go to wifi settings and select the wifi. Choose “Forget This Network” and then try reconnecting with your wifi password.
- Power Cycle your iPad (press and hold the power and home button until your iPad turns off. Then turn it back on and try to connect.
- Power Cycle your wifi router. This will look different depending on your internet provider/router.

3. I am unable to access my .NET Google Email account

Visit www.dps61.org/help to access the Web Help Desk.

User Name: STUDENTID

Password: Capital first name initial, lowercase last name initial, and student ID
Example: Ab12345

Select the Request Type Password Reset and submit the ticket.

4. I am unable to login the Web Help Desk

From your Google Email, send an email to your building support email address (see below). Your password will be reset to the standard naming convention (see #3)

Building Support Email Addresses

BaumRemoteSupport@dps61.org
DennisRemoteSupport@dps61.org
DurfeeRemoteSupport@dps61.org
EisenhowerRemoteSupport@dps61.org
EnterpriseRemoteSupport@dps61.org
FranklinRemoteSupport@dps61.org
FrenchRemoteSupport@dps61.org
GarfieldRemoteSupport@dps61.org
HarrisAltEdRemoteSupport@dps61.org
HopeRemoteSupport@dps61.org

JohnsHillRemoteSupport@dps61.org
MacArthurRemoteSupport@dps61.org
MuffleyRemoteSupport@dps61.org
OakGroveRemoteSupport@dps61.org
ParsonsRemoteSupport@dps61.org
SouthShoresRemoteSupport@dps61.org
StephenDecaturRemoteSupport@dps61.org
StevensonRemoteSupport@dps61.org
SEAPRemoteSupport@dps61.org

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5. I am unable to access my Google Email or the Web Help Desk

Contact your classroom teacher or building principal(s) if you are unable to access the Help Desk or Google Email. Your password for both systems will be reset to the standard naming convention:

Capital first name initial, lowercase last name initial, and student ID

Example: Ab12345

6. My iPad is not working properly

Turn the iPad off and then back on. If the issue persists, access the Web Help Desk at www.dps61.org/help and submit a ticket.

7. I lost my charger or my charger is damaged.

Any lightning charger will charge your iPad.

IT is not replacing chargers during Remote Learning. Please return the damaged charger at the conclusion of Remote Learning.

8. The iPad has been disabled due to too many incorrect lock code entries.

IT is unable to resolve this issue remotely. The iPad will be unusable and will need to be returned to DPS at the conclusion of remote learning.

9. I see a message that says my personal device must be approved to access my Google Classroom.

Any device that wants access to a DPS Google Classroom must be approved by IT.

Visit www.dps61.org/help to access the Web Help Desk.

Select the Request Type of Google and subtype of Google Classroom.

Describe your issue and submit the ticket.

10. I am unable to access the App Store

Turn the iPad off and then back on. If the issue persists, access the Web Help Desk at www.dps61.org/help and submit a ticket.