

61 Live: DPS Virtual Learning Student Technology FAQ

1. I have not setup Self-Service Reset Password Maintenance

From any web browser, go to <https://password.dps61.org>.

- Click 'Enroll'
- Enter your user name: Student ID# (do NOT include @dps61.net)
- Password Convention
 - Uppercase first name initial
 - lowercase last name initial
 - Student Birthdate (MMDDYY)
 - EXAMPLE: Ab010182
- The domain should be DPS61

If you do not know your password, you cannot complete the enrollment process. Please submit a Help Desk ticket to reset your password.

Note on SSRPM tool Availability: The tool will be usable for buildings that have completed their iPad deployment. Watch out for your building to communicate the day and time of your iPad deployment.

2. I do not know the password to my .NET Google Account

Use the Self-Service Password Reset process above to reset your password.

3. I am unable to unlock my iPad

The lock code of the iPad is your Student ID. If you can't unlock 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.

If the iPad is disabled due to too many incorrect lock code entries, you will need to submit a ticket to resolve this remotely.

Access the Web Help Desk by visiting www.dps61.org/help.

4. 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.

61 Live: DPS Virtual Learning Student Technology FAQ

- 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.

If you continue to have issues, access the Web Help Desk from any Internet browser by visiting www.dps61.org/help.

5. 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. **This email must come from your Google account.**

Building Support Email Addresses

AmericanDreamerRemoteSupport@dps61.org
BaumRemoteSupport@dps61.org
DennisRemoteSupport@dps61.org
EisenhowerRemoteSupport@dps61.org
FranklinRemoteSupport@dps61.org
HopeRemoteSupport@dps61.org
MontessoriRemoteSupport@dps61.org
HarrisAltEdRemoteSupport@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

6. My iPad is not working properly

Turn the iPad off and then back on. Try a hard reset (holding the home button and the power button together for 5 seconds) If the issue persists, access the Web Help Desk from the app installed on your student iPad, or by visiting www.dps61.org/help.

7. My iPad is lost or damaged

For lost iPads: Please notify IT as soon as possible. IT will lock and alarm the iPad. Please attempt to locate the iPad. If you are unable to find it, notify IT through the

61 Live: DPS Virtual Learning Student Technology FAQ

existing help desk ticket or call the school building. After admin review of the lost device incident, a loaner iPad will be provided.

For damaged iPads: From any web browser, visit www.dps61.org/help to submit a Help Desk ticket. IT will setup a replacement device and deliver it to the building. The building will coordinate the swap of devices.

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

Any lightning charger will charge your iPad.

If your charger is damaged, submit a Help Desk ticket. You will receive a replacement charger as long as you provide the broken charger.

If you lost your charger, submit a Help Desk ticket.

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.

Access the Web Help Desk from the app installed on your student iPad, or by visiting www.dps61.org/help. to access the Web Help Desk. Describe your issue and submit the ticket.

10. I am unable to access the Self-Service App Store

Turn the iPad off and then back on. Completely close the Self-Service app. If the issue persists, access the Web Help Desk from the app installed on your student iPad, or by visiting www.dps61.org/help.

11. I no longer want to have my device for Remote Learning.

Contact your school office to arrange to drop off your iPad and charger.