

Looking after your Horizon's device over the Summer holiday

Everyone across the Oasis family will have access to their Horizon iPad device over the Summer Holidays. We know that learning doesn't just take place in the classroom and students are able to learn, study or research online at home. Please read the following guidance on how using your iPad when the academies are closed over the holidays.

What should you do if an iPad is lost or stolen?

If your child loses their iPad, please contact the IT Service Desk immediately via **0207 921 4330**. This team will place the device in 'Lost or Stolen' mode. This means we can see where the iPad is and stop anyone else from using it.

If the iPad is stolen, then please also report the theft to the Police and provide the crime number to the academy. We will disable the iPad so it cannot be used and we will work with the police to try and get the iPad back.

What should you do if your iPad gets damaged?

If your child's iPad is damaged, then it is important that it is repaired. Please tell the academy at the earliest possible time, which may be upon their return in September. Any repairs MUST be organised by the academy. If your iPad is damaged, please do not use it as this could further damage your device. iPads that are damaged due to lack of care will result in the child's parent / carer being asked to pay for some or all of the costs.

Staying safe on their iPad

Your child should keep their iPad in its specially made case. This will keep it safe and will protect the screen. When they are travelling, keep the iPad in a bag, out of sight. This will help make sure that the iPad does not get damaged or lost. Your child should only use their iPad where they can hold it carefully and not while walking around.

Jamf Parent

You can manage your child's device by allowing and restricting apps and setting timers for app usage. To get yourself set up on Jamf Parent, click the following link and watch the short video tutorial:

https://docs.jamf.com/jamf-parent/guide-for-parents/Getting_Started_with_Jamf_Parent.html

iOS Updates

You need to keep your iPad up to date. Updates will be provided but if the update is not applied quickly, then the IT team will restrict the use of applications on the device automatically. Only the settings app will remain to allow you to update the device. At this point the update must be applied in order for the device to return to normal.

PIN and password

If you forget your PIN code or password to your Office 365 account, contact the service desk on 0207 921 4330. DO NOT restart the iPad – If it is restarted it will be disconnected from wi-fi and the PIN cannot be reset. Parents will need to contact the service desk and the PIN will be reset.

Still stuck?

The IT Service Desk will provide support to all users including students / parents / carers between 8:00am and 7:30pm. The service desk can be contacted by phone on **0207 921 4330** or via email ServiceDesk@Oasisuk.org

Parents / carers may be required to provide proof of identity via security questions when contacting the IT Service Desk.