

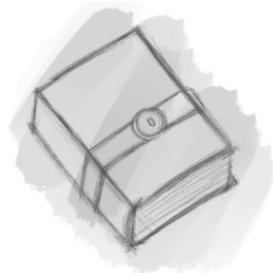
Finding help

We're here to help you get your technology working, that's why we offer a number of ways to get answers to your questions:

- *Technology help On-Campus (trevIT):*
 - Northfield Campus: Go to the **trevIT** help desk in Room A414
 - Winnetka Campus: Go to **trevIT** help desk in W240, just outside the library
- *By Email:* You can reach us by email by sending a message to helpdesk@nth.net.



eBooks



You may or may not have a class that will use eBooks. Each eBook is a little different, so it is important to know a few things before you download your eBook eReader app and/or redeem your eBook code(s).

Wait for your teacher to provide instructions during the first few days of school *before* you redeem a code or download an eBook/iBook. If you lose the instructions, please contact your teacher.

Some eBook publishers will want you to create a username and password in order to download their eBook. Make sure you record this information somewhere for easy reference.

Lost/Broken Equipment

Things happen – sometimes your iPad flies from your hands and poof! Broken. Or sometimes you forget that you left it in your 3rd period class, and you don't realize it until the end of the day. Below are a few scenarios you may encounter:

- *I lost my iPad at school. Is there a way to track it?*

Yes, any iPad registered with our mobile device management system (required on all iPads used for school) can be tracked on our WiFi. Students should go to the the technology support center (trevIT) in Room A414 (Northfield) or Room W240 (Winnetka, just outside the library) for assistance with tracking lost iPads. Remember...you can also track iPads through Apple's [Find My iPad App](#) through the iCloud, so make sure this feature is enabled.
- *My iPad was stolen, how do I get a new one?*

New Trier does not provide coverage for stolen/lost iPads. We recommend that families look at their homeowners insurance policy, cell phone coverage, or



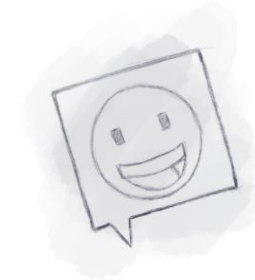
register their device through a 3rd-party company that will provide that type of coverage for your devices, such as [Worth Ave. Group](#) or [GoCare, Inc.](#)

- *I think my family purchased AppleCare+ for my iPad. How do I check?*
First, you can go to <https://checkcoverage.apple.com/> to see if you can look up warranty information on that device. If this does not help, please stop by the **trevIT** desk in Winnetka (just outside the library or in Room A414 in Northfield). User Support will be able to look up information on your iPad including warranty information, iPad model, purchase information, etc.
- *My iPad is broken and I have AppleCare+. What do I do to get it fixed?*
Bring the broken iPad to **trevIT** in Room A414 at Northfield or trevIT just outside the library in Winnetka. The technology staff are trained to assess iPad damage and facilitate an AppleCare+ claim with Apple. The process will take a few days and depending on the situation, you could be approved for a loaner iPad.
- *My iPad is broken, and my family did not purchase AppleCare+. What do I do to get it fixed?*
The first place to start is **trevIT** in Room A414 at Northfield or just outside the Winnetka library - to assess the damage. Depending on the model and damage, you may either be redirected to third-party or Apple for repair.
- *My keyboard is broken, how do I get it fixed?*
If your keyboard stops working or breaks, please [follow these instructions](#) to file a warranty claim.

Digital Citizenship

“The use of technology is a privilege, not a right”. Be aware of the rules that you are supposed to follow. You can refer back to the engaging videos from the orientation outlining the school’s policies:

- [Acceptable Use](#)
- [Online Safety and Security](#)
- [Recording](#)
- [Personal Devices](#)
- [Monitoring](#)



Printing

The school has implemented a wireless printing solution for iPads. Please refer to the following instructions on the new procedure for printing from your iPad:

[Uniflow Printing Documentation](#)
[iPad Printing Tutorial Video](#)

Remember!

To make sure that you are completely ready, here are a few tips we would like to offer so that you're ready for the coming school year:

- Make sure your iPad has enough power to last for the full school day. There are limited electrical outlets at school, so before you go to sleep, make sure that you leave your iPad charging.
- Remember your passwords! Your New Trier password allows you to check your NTHS email, use school Google Docs, login to Canvas, or try to use a computer on campus. If you know you'll have trouble remembering your passwords, try recording them somewhere secure, where you can quickly find them in case you forget.
- *Do you know how to download apps from Self Service?* Depending on the class, you may be asked to download an app from Self Service. If you do not remember how to download an app from Self Service, you can [click here](#) and follow the guide.
- If you can't find Self Service, you can follow the steps to [re-enroll here](#) on your iPad.
- Sharing Google docs with your peers and teachers is easy-- just share it with [their New Trier email address](#).



Notability App (Freshmen Only!)



We introduced a new core app this year for freshmen students only. Please go to Self-Service to download this app.

Notability is a note-taking app that allows you to create notes that integrate handwriting, typing, drawings, audio, and pictures. This is a great app that helps you stay organized in each of your classes by setting up separate folders. Teachers can assign worksheets, handouts, reading material, etc. as PDFs, which then gives you the ability to annotate. You can also import or export notes through email, Google Drive, Dropbox, and other apps such as Canvas. Notability is integrated with iCloud, so you can access your notes anytime, anywhere. For a complete tutorial guide on using Notability, [click here](#).