

Repairing or Replacing IEP-Mandated iPads

NOTE: This information regarding repair or replacement of iDevices (iPads, iPad Minis, iPod Touches) is **ONLY for IEP-Mandated iDevices**. If the device is part of the school's inventory (i.e. programmatic equipment), then you need to speak with your administration to find out what the school's repair procedures are.

1. **If the device is not responding...**
 - a. **Perform a RESTART:** Try to turn off the device by pressing and holding down the Sleep/Wake button at the top border of the device. A slider should appear on the screen, which you can drag to the right to turn the device off. After the device turns off, press and hold the Sleep/Wake button again to turn it on; the Apple Logo should appear on the screen.
 - b. **Perform a RESET:** If the device is not responding to the Restart Procedure above, perform a Reset Procedure by pressing and holding BOTH the Sleep/Wake Button AND the Home Button for at least 10 seconds. The screen should turn off, and then the Apple Logo should appear. Once you see the Apple Logo, you can release your hold on the buttons, and the device should now turn on.

2. **If the device is not turning on, check the BATTERY POWER:** It is possible that the device has completely lost its battery power and may need to be plugged in for up to 20-30 minutes to regain a charge. A "red battery" icon might appear while it is recharging. The Apple Logo should eventually appear once the device has enough power to turn back on. Continue charging until the small battery icon on the upper right corner of the screen indicates that it is fully charged.

Apple Help Desk:

If you have exhausted the options/procedures above and the device continues to malfunction, you can call the **Apple Help Desk at 1-718-935-5639** or email Quentin@apple.com. Provide them with the **Serial Number** of the device. If they determine that it is still under warranty, they will arrange to send you a box to ship the device out for repair/replacement **OR** you may also decide to go directly to the **Genius Bar** in an **Apple Store** to get it repaired/replaced. If contacting the Apple Help Desk did not solve the issue, contact **Karen Gorman** (kgorman@schools.nyc.gov).

3. **IF THE SCREEN IS CRACKED**, you will need to immediately **apply tape** over the broken screen to prevent shards of glass from causing injury. You will then need to write a **JUSTIFICATION LETTER on your School Letterhead** addressed to **Karen Gorman** requesting for a replacement.

On the letter, you will state in detail:

- How the device got cracked
- How the student continues to use the device effectively to communicate
- How the student continues to be capable of providing reasonable care to the device
- The steps that will be taken to avoid having another broken the screen

You will mail out the Justification Letter together with the damaged device to:

KAREN GORMAN
Technology Solutions - District 75 Office
400 First Avenue, Room 111
New York, NY 10010

The unit will be checked for appropriate use (i.e. if the history indicates that only the IEP-MANDATED APP has been used). If all checks out, you will receive a replacement.

WHEN RETURNING A DEVICE, YOU NEED TO:

- Retain the **Serial Number** of the damaged device for your records since the **Apple ID** that was used to setup the recommended App is based on this serial number. You will need to use the same Apple ID to install the App on the new device. You will NOT be provided with a new Redeem Code to install the App.
- Return the CHARGER that came with the original device.
- Keep the IPAD CASE if it is in good condition, so that you can use the same case for the new device.

FOR LOST OR STOLEN IPADS, go to this URL:

<http://schools.nyc.gov/NR/rdonlyres/5A8AC0BC-70D2-4BB1-8EEA-D027819B485C/160436/LostorStolenIEPequipment.pdf>

You may also do a Google Search for: ***“lost or stolen iep equipment”***
and then click on the appropriate link.