



Morton Community Unit School District 709

Providing an Education to Last a Lifetime

iPad Troubleshooting Flowchart

In order to provide support for the iPads in an efficient manner, the following flow chart should be used.

Tier 1 Support-Students/Teachers

Tier 1 support is the user and/or teacher clearly identifying the full issue using the iPad Initial Troubleshooting directions. These directions can be found on the district's web pages:

<http://www.morton709.org/parents/personal-computing>

Since iPad Initial Troubleshooting directions are always being updated, you should reference the most recent set of instructions from the webpage.

If the issue doesn't appear to be on the list, you can email iPad@morton709.org. Please include your name, grade, school and a brief description of the problem.

After going through the troubleshooting steps for your issue, if it isn't resolved, you should then move to Tier 2. It is important to clearly communicate to Tier 2 what you did and found when you did your troubleshooting steps.

Tier 2 Support-Tech Aides/Library

Tier 2 support is the tech aides at the elementary buildings and the libraries at the junior and senior high school. Tier 2 should use the iPad Secondary Troubleshooting directions to clearly identifying the full issue. These directions can be found on the district's web pages:

<http://www.morton709.org/staff/personal-computing>

Since iPad Secondary Troubleshooting directions are always being updated, you should reference the most recent set of instructions from the webpage.

If the issue doesn't appear to be on the list, you can email iPad@morton709.org. Please include your name, grade, school and a brief description of the problem.

After going through the troubleshooting steps for your issue, if it isn't resolved, you should then move to Tier 3. It is important to clearly communicate to Tier 3 using the Tech Help system what you did and found when you did your troubleshooting steps. Also include the users name, grade and school.