August 17, 2011

Dear Students and Parents:

Here are three things you need to do to make your iPad experience successful.

1. **Prevent iTunes Lock-outs**
2. **Use Your Own Account at the Apps Store**
3. **Update Only Your Own Apps**

Prevent iTunes Lock-outs

The school has been locked out of our Monte Vista iTunes account on several occasions this week. When this happens, we can't install or update Monte Vista's apps on your iPad.

1. **What causes the iTunes account to lock up?**

    If someone enters an incorrect password 3 times in a row, then iTunes will automatically disable our account for several hours, and we can't access it.

2. **How does that happen?**

    Usually, it's because the person thinks they are logging into their own account, but they have accidentally gone to the Monte Vista account. Your password won't work on Monte Vista's account.

3. **How can I tell if I've accidentally gone to the Monte Vista account?**

    Tip 1: At the top of the small box where the password is requested, the Monte Vista account will say ***studentapps@mvcs.org*** or ***staffapps@mvcs.org*** In fact, any account that has "mvcs.org" at the end of it is a school account that only MV staff can log into.

    Tip 2: If you type in your own password and get a message that says "*Your iTunes Store password was incorrect. Please try again*" then <u>don't try again.</u> You are probably on the wrong account. Look to see if it's your account name at the top of the log-in box.

4. How do I change from the Monte Vista account back to my own account?

    A. Tap on the ***Settings*** icon on the home screen (the icon looks like a gray box with gears). Near the bottom of the left column will be a link called ***Store***.

    B. Tap on ***Store***, and the name of the Apple ID will appear on the right.

    C. If it's a Monte Vista Apple ID, tap on that ID, and tap on the ***Sign Out*** option.

    D. This will take you to a screen that says ***Sign In*** at the top. Tap on that box, and you'll have a choice of ***Using Existing Apple ID*** or ***Create New Apple ID***.

E. If you already have a personal iTunes account, choose the **Existing** option. If you don't have one yet, choose the **Create New** option.

F. Now you can log in to your personal iTunes account, using your personal password.

G. If you get another message that says your password is incorrect, please go back to Step A.

Use Your Own Account at the App Store

The same thing can happen when you visit the App Store. Be sure to log in to your own account, not the Monte Vista account. You can only purchase items using your personal account. If you get a message saying you have entered an incorrect password, please <u>don't try again</u> until you're sure you're using your personal account.

Update Only Your Own Apps

Your iPad has been pre-loaded with apps that Monte Vista provides. You will probably need to install additional apps for your classes (some are free, and some you will purchase with your personal account). You may also want to install other apps that you like to use, within the Acceptable Usage Policies

When you're ready to update your apps, you should only update the ones that you've installed using your personal iTunes account.

You'll be tempted to click the **Update All** button, but that will require the Monte Vista password, and if you enter your own password 3 times, our account will lock up. Please check your list of Monte Vista installed apps—and don't update those (we'll take care of it for you). You'll need to select your personal apps one at a time, and update each one individually.

We appreciate your help! We're still learning how to manage our group iTunes account, and we're working with Apple to find solutions. If you have any questions, please contact Thomas White, our iPad Integration Coordinator, at <u>thomaswhite@mvcs.org</u>