

FAQ Third Edition (Week of September 19-25)

When will my child receive a case for his/her iPad?

iPad cases have arrived! They will be distributed to students/families in the coming days. Building administrators will be developing plans for getting the cases out to both in-school and online students.

My child's teacher is using SeeSaw and it is not working for us. What should I do?

SeeSaw is a teacher driven application. Please contact the teacher directly.

My child's teacher is using ABC Mouse and it is not working for us. What should I do?

The latest update to iOS has caused issues with ABC Mouse on iPads and iPhones. The company recommends using the web site in the interim.

We cannot get Schoology and One Drive to connect. Is there a solution?

With the last and most current iOS updates, there were some changes made to Safari settings that impact the ability to connect Schoology and OneDrive. To fix this issue, go to Settings, Safari. Under Privacy and Security, turn off Prevent Cross-Site Tracking and turn off Block All Cookies. Then scroll down to Advanced. Under the Advanced tab, select Experimental Features. Under Experimental Features, turn off Block top-level redirects by third-party iframes.

My child's iPad is saying that there is an update to be done. Should we do it?

Sure! Please make sure your iPad is plugged in and connected to the internet.

I am not sure when my child's classes are live. How do I find out?

First, check in the Schoology course to see if it is listed there. If not, please reach out to your child's teacher.

I put in a help desk request and have not heard anything back.

We have received over 1500 help desk tickets since school started. We have been working through the tickets as quickly as possible. Thank you for your patience as we continue to address the issues.

Where should I look to see my child's grades?

PowerSchool is still the official grade book for the district. This is where the report card grades are stored. Schoology contains the grades for any assignments graded within Schoology. There may be some cases where a student receives a grade for an assignment or activity outside of the Schoology course.