

Troubleshooting for KinderTEK Use




Need to know hardware

- Headphones Jack
- Volume
- Home Button
- Sleep button

Need to know features

- Swipe to open (if iOS 8 or 9), click home to open (if iOS 10 or newer)
- Single click Home
- Double clicking Home to see open apps
 - Touch to choose or swipe up to close

Need to know what to do when...

1. IF you cannot open KTEK
 - a. Verify WiFi connection 
 - b. Swipe app closed and start over
 - c. Verify email and password
2. IF a student password doesn't work
 - a. Verify passcode student is entering is correct
 - b. IF it IS correct,
 - i. Go to Manage Users and verify that the teacher log in is correct for the student – re-log in as the teacher
 - c. IF it is NOT correct,
 - i. Give students correct passcode
 - d. **If needed, export passcodes via Manage Users
3. The app closes unexpectedly
 - a. Double click, swipe closed and re-open
 - b. If you do this right away, typically the app will pick up where it left off without requiring the student to log back in
 - c. Even if, the student has to log back in, the work they've done should be saved

Upkeep...

- We typically ask students to use hand sanitizer or wash and dry their hands prior to use
- Clean as you would any other glass, keeping liquid from the home button
- The cases can be wiped with disinfectant or scrubbed with a damp cloth or sponge
- Do not submerge or get wet between the iPad and case
 - If this does occur, remove the case and wipe dry

If...

- You see a red bar at the top of the welcome screen
 - Ignore it (there's slight lag time in the connection)
- You see a pop up window letting you know progress for certain students have been updated to the server
 - Click "ok" (it means the data is syncing, its working)