


iPad Drive Thru Frequently Asked Questions - FAQ

1. How do I take a screenshot using my iPad to save the QR code image?
 - a. Press and hold the home button while also holding down the lock screen button.
2. How do I set my lock screen using a picture from photos to set the QR code as my lock screen?
 - a. Open your Photos App
 - b. Select a picture
 - c. Click the Share box 
 - d. Select Use as Wallpaper
 - e. Select Set
 - f. Select Set Lock Screen
3. What do I do if my iPad is broken?
 - a. Please bring it anyway as we need them to sell back.
 - b. You will still get a new iPad deployed.
 - c. We will be unable to take payment at the drive thru but will record damage.
 - d. We understand that many people may be going through a difficult time right now under the circumstances and don't want to add to that. Therefore, we will not be collecting money from current 5-11 graders at this time. We will take everything into consideration when we return in the fall.
4. What if I cannot come on the day my high school area drive thru is being conducted?
 - a. You can choose a different day/location to come.
 - b. We do ask if at all possible to try your best to come on your scheduled day.
5. What if I don't want to get a new iPad to keep over the summer?
 - a. You will still need to bring the old one as we need to sell it back.
 - b. You will not be required to take the new one if you do not need it over the summer.
 - c. You will get a new iPad assigned to you at the start of school in the Fall if you choose not to pick one up during the drive thru. However, if there are a lot who need them, it may take some time to get the new one once school starts.
6. What if it rains on the drive thru day?
 - a. Please keep connected with Schoology and the KCS website for information related to possible changes due to weather.
7. What if I have a Kindergarten – 4th grader that has an iPad from school? What do I do?
 - a. Please contact your child's school for instructions on returning the device to the school.
 - b. These are not to be turned in at the drive thru drop off.
8. What if I have not been issued a school iPad?
 - a. We will not be issuing a new one during the drive thru if you don't already have one.
 - b. A new iPad will be assigned to you at the beginning of the 2020-2021 school year.
9. Do I need to come to the drive thru if I just exchanged an iPad at the board office in the last few weeks?
 - a. YES! We did not have the new iPads so you will still need to trade that one at the drive thru to pick up the new one.

10. Will the damage waiver I bought for the 19-20 school year still cover the new device until the fall?
 - a. Yes. We will allow coverage to continue over the summer.
 - b. You can reenroll as usual at the beginning of the 20-21 school year.
11. What if I didn't get the damage waiver for the 19-20 school year but I want it for the new device for the 20-21 school year?
 - a. We will be unable to accept money at the drive thru. Therefore, you are unable to purchase the damage waiver at this time.
 - b. You can purchase the damage waiver at the start of the 20-21 school year in the fall and we will consider each situation and allow it to be retroactive if necessary.