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GETTING STARTED

What is C3 IGNITE?

The C3 IGNITE program began in 2016 as a program that schools could apply for to receive T-Mobile enabled devices to bridge the equity gap in Catholic schools.

Visit the C3 IGNITE Program Guide here: [C3 Ignite Program Guide.docx \(sharepoint.com\)](#)

How can I apply for more devices?

Annual C3 budgets determine grant opportunities and projects will vary each year. Schools may apply via C3 provided invitations, as applicable.

How can I purchase devices?

Schools can purchase additional T-Mobile Connected iPads directly through the ADLA Online Store. All devices include C3 IGNITE provisioning, Mobile Device Management Services (i.e., Workspace One), T-Mobile LTE Data and Hot Spot, and the C3 IGNITE Warranty. Registration is required.

Visit the ADLA Online Store here: <http://store.la-archdiocese.org/>

Who do I contact for help with my C3 IGNITE iPads?

- Troubleshooting, training and administrative support requests should be submitted in the ACC Ticketing System. ACES emails, or @la-archdiocese.org email accounts are required to access the ACC Ticketing System.
- Visit the ACC Ticketing System here: ADLA Administrative Offices Support (la-archdiocese.org)
- For general program inquiries or ACC Ticketing System access requests email: C3igniteSupport@la-archdiocese.org

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Device Issues

How do I replace a damaged or defective device?

Visit the C3 IGNITE Warranty Policy here:

How can I report a Lost or Stolen device?

Visit the Troubleshooting Guide here:

Why are my apps not loading on my device?

Visit the Troubleshooting Guide here:

How do I create a new or reset an existing Workspace One login?

Visit the Troubleshooting Guide here:

Using my iPad

How do I use my iPad?

Visit the Designed 4 Learning iPad Training Video link here:

How do I reset my device passcode?

Visit the Troubleshooting Guide here:

Get to Know Your C3 IGNITE iPad - On Demand Course

This On-Demand Course from the 2021 C3 Conference is a great introduction to iPad basics and is available to anyone associated with C3 IGNITE. [Lead Course Link: Get to Know your C3 IGNITE iPad](#)

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Quick Links

C3 Website Resources

C3 IGNITE Page <https://c3.la-archdiocese.org/ignite>

On-Demand IGNITE Support: [IGNITE Solutions Library](#)

Visit the C3 Website <https://c3.la-archdiocese.org/>

C3 Resource Library (All C3 programs) <https://c3.la-archdiocese.org/resource-library>

ACC Ticketing System

[Visit the ACC Ticketing System here: ADLA Administrative Offices Support \(la-archdiocese.org\)](#)

Apple School Manager

[Visit Apple School Manager here: Apple School Manager](#)

Workspace One

[Visit Workspace One here: Login \(awmdm.com\)](#)