



Quick Reference How-to Guide

This guide provides instruction to complete the most common tasks while managing and configuring C3 IGNITE iPads.

Issue / Problem	Possible Reason / Solution
<p>How do I obtain an app? (Apple School Manager / ASM)</p>	<p>In Apple School Manager:</p> <ul style="list-style-type: none"> • Go to Apps & Books. • Use the <u>Search box</u> to find and select desired App. • Verify Assign To has your school selected. • Enter Quantity of licenses desired > Get.
<p>How do I push an app?</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Go to Resources > Apps > Native > Purchased. • Select Sync Assets. • Find and select App from list. • Select Enable Device Assignment if prompted. • Select Save and Assign > Add Assignment. • Under <u>Distribution</u>, complete the following- <ul style="list-style-type: none"> ○ Assignment Name ○ Description of App assignment (optional) • Under <u>Assignment Group</u>, complete the following- <ul style="list-style-type: none"> • Select group “to assigned this app?” • Under <u>Allocated</u>, enter quantity of licenses to be assigned to the group. • Select Add to assign additional groups. • Under <u>App Delivery Method</u> select Auto (download asap) or On Demand (User selects app via Catalog). • Select Restrictions > Make App MDM Managed if User Installed. • Select Create > Save > Publish.
<p>How do I Update Apps</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Go to Resources > Apps > Native > Purchased. • Select <u>App</u> > Update App.
<p>How do I renew my sToken?</p>	<p>In Apple School Manager:</p> <ul style="list-style-type: none"> • Go to <u>School Profile</u> (bottom left) > Preferences > Payments and Billing. • Scroll down to see your Server Token, select Download. • Save the token to your computer. <p>In Workspace One:</p>

	<ul style="list-style-type: none"> • Go to Devices > Device Settings > Apple > VPP Managed Distribution. • Select Renew. • Select Choose File > select the <u>sToken file</u> from your computer > Save. • Save again to confirm.
<p>How do I setup and enroll a new or existing user to an iPad</p>	<ul style="list-style-type: none"> • Instructions. Enroll an iPad 2023.pdf
<p>How do I change a User Group (Student iPad's grade level)</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Go to Accounts > Users > List View. • Select (Check box) Account in question. • Select More Actions and choose Add to User Group: <ul style="list-style-type: none"> ○ (Assign the new Grade level or group for the iPad) • Select User again > More Actions > Remove from User Group > Save. <ul style="list-style-type: none"> ○ Apps will be downloaded or removed per group parameters. ○ Changes may take time due to bandwidth and resource availability
<p>I need to unassign an App from my iPads in Workspace One.</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Go to Resources > Apps > Native > Purchased • Click on the gray X to the left of the app • The app will be deleted from the iPads
<p>How do I update the User Display Name (Content sharing apps such as Apple Classroom)</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Go to Accounts > Users > List View. • Select Pencil icon next to user to be updated. • Enter in new Full Name and Display Name. • Save.
<p>The iPad is Lost / Missing.</p>	<p>Place the C3 IGNITE iPad in Lost Mode (Workspace One)</p> <ul style="list-style-type: none"> • Search for Devices > List View > click on device in question > Details View > More Actions > Enable Lost Mode. • Enter appropriate <u>message / contact Info</u> > Enable. • Use the Location tab to identify possible iPad's location. <ul style="list-style-type: none"> ○ Have appropriate authorities handle retrieval of devices off campus. ○ Contact C3 IGNITE for replacement options. <ul style="list-style-type: none"> ▪ A police report is required for replacement of iPad.
<p>How do I remove Lost Mode from an iPad.</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Search for Devices > List View > click on the device in question > Details View > More Actions

	> Disable Lost Mode.
How do I connect my iPad to Wi-Fi	<p>On the iPad:</p> <ul style="list-style-type: none"> • Settings > Wi-Fi > Locate and select <u>Wi-Fi Network Name (SSID)</u> > enter password. • To setup a default Wi-Fi profile, consider profiles under Advanced Training.
How do I enable Hotspot?	<p>On the iPad:</p> <ul style="list-style-type: none"> • Settings > Personal Hotspot. • Select Allow Others to Join.
How do I request training?	<p>Open a ticket in the C3 Support Center*.</p> <ul style="list-style-type: none"> • <u>Help Topic:</u> C3 IGNITE How To/Instruction. • Please list out school and contact information with a brief description of training requested.

For additional assistance, please open a ticket in the **C3 Support Center *** and select Help Topic: **C3 IGNITE | Troubleshooting.** Link: [C3 Help Desk \(la-archdiocese.org\)](https://la-archdiocese.org)

***ACES/la-archdiocese.org account required for access**