



Frequently Asked Questions

From the Mobility Group

What all should I include in my order?

Please refer to the buyout checklists here: http://www.lbschools.net/Departments/Information_Services/tablets.cfm

Can iPad Mini's be used for Students?

iPad mini's should not be used for students because they do not meet certain requirements for assessments (e.g. the screen is too small). However, iPad mini's are okay for use by libraries as e-books and in special circumstances on a case-by-case basis (such as with Assistive Technologies).

The iPad charging cord is damaged/lost

USB Cords for iPads (charging/data) may be ordered from the stock catalog.

What happens if a tablet is lost or stolen?

Please refer to the Lost or Stolen instructions found at (insert hyperlink here once published)

How to repair an iPad that is out of warranty?

The District has an arrangement with a vendor to repair iPads that are out of warranty (Apple Care+ lasts for two years, or up to two incidents). The process to get the iPad repaired is to contact the Technology and Information Services Branch (Help Desk is 562-997-8411 or helpdesk@lbschools.net) and a computer support technician will pick up the broken iPad and provide you with a quote (around \$99.00 in most cases). Once approved, the iPad will be repaired and returned to the site and an expense transfer will be generated.