
[Draft] iPad Exchange with high breakages

From Stephanie McAllister@hcpss.org

We will deliver a replacement iPad for the student above tomorrow. **Please place the broken device in the front office by 8:00 AM, labeled. Please know this student has a high breakage rate and the next breakage will require a meeting before replacement.**

The replacement will be in the front office by 4:00 PM. **Keep any straps** as they will not be replaced.

****Remember devices and cases must be cleaned before we will pick them up and exchange them for a different device****

Before Replacement:

- **Back up any customized vocabulary** using Google Drive (if possible).
- Devices are replaced as a **whole unit** (iPad + case). Do not swap cases.
- **Chargers are not included** with the replacement.

After Delivery:

- **Connect to HCPSS Wi-Fi** using the student's AD username and password.
- [Restore customized vocabulary from Google Drive](#)
- **Select an appropriate voice:**
Menu > Settings > Speech > Voice
- **Turn off Editing** in Touch Chat:
iPad Settings > scroll to Touch Chat > toggle Editing off
- **Set up Guided Access (if needed):**

Enable it and turn on *Sleep/Wake* and *Volume* under Options.

Let us know if you have any questions or need help during setup. Thank you for supporting your student's communication needs!