1. **What should I do to get my iPad ready for my MTVA coursework?**
   a. Be sure your iPad has been updated to the latest version of software. To check this, please follow these steps:
      i. Go into "Settings" -> "General" -> "Software Update" and install any/all updates that are available
      ii. More Information Here:
          https://support.apple.com/guide/ipad/update-ipados-ipad9a74c576/ipados

   b. Be sure you have cleared the cache & cookies on your iPad. To do this, please follow these steps:
      i. Go to "Settings" -> "Safari," and tap "Clear History and Website Data."
      ii. More Information Here: https://support.apple.com/en-us/HT201265

   c. Be sure you allow pop-ups from Genius on your iPad. To allow pop-ups, please follow these steps.
      i. Go to: "Settings" -> "Safari" -> Uncheck "Block Pop Ups" & Uncheck "Prevent Cross Site Tracking"
      ii. More Information Here: https://kb.wisc.edu/helpdesk/page.php?id=40874

   d. Be sure your favorite district-approved apps are already downloaded onto your iPad. If you don't see them on your iPad's "Home Screen,", go to the Self-Service app, and find the app you are looking for. Follow the prompts to install it onto your iPad.

2. **How do I use Zoom on my iPad?**
   a. Go to the Self-Service App on the iPad, find Zoom, & install onto your iPad.**- Click here to see how**.
   b. Review the following video to see how to use Zoom **- Click Here**

3. **Where do I log into my MTVA courses?**
   a. You will need to go to the CAOLA website and log in using the credentials provided to you by the school district. **Click here for the website.**

4. **I'm having trouble logging into Genius. What should I do?**
   a. Email the MT Virtual Academy at mtva@mtwp.net for assistance with your username and password or logging in.

5. **I need to read or print a PDF. How do I do that?**
   a. Go to the Self-Service App on the iPad and find Adobe Acrobat.
   b. Download it onto your iPad by tapping "Install."

6. **I need to submit an assignment as a PDF. How do I do that?**
   a. How to Scan Work with your Phone and Submit as a PDF

7. **I don't understand the content or an assignment or I have a question about my course. Who should I contact for help?**
   a. Students and parents should reach out to the online instructor for the course.
   b. This information can be found either on the student's dashboard or within the course itself.

8. **My district-issued iPad or laptop isn't working. Who should I contact for help?**
   a. Email the MT Virtual Academy at mtva@mtwp.net for technical support.

Other Helpful Information

For Grades 6-12 students:

Edison Virtual Course Tutorial

eDynamic Student Center

For Grades K-5 students:

Family Overview for Accelerate Education Courses