



**Manheim Township Virtual Academy**  
**Frequently Asked Questions**  
**Set Up & Coursework**

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**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. Contact the Online Learning Coordinator, Mr. Jan Minnicja, for assistance with your username and password or logging in. He can be reached at [minnicja@mtwp.net](mailto:minnicja@mtwp.net) or 717-560-3097.

**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. Contact the Online Learning Coordinator, Mr. Jan Minnich, for assistance. He can be reached at [minnicja@mtwp.net](mailto:minnicja@mtwp.net) or 717-560-3097.

**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](#)