FAQ for iPad

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1. **Connecting to CityU Wireless Local Area Network (CityU WLAN)**

   a) **Tab “Home” and select “Settings”**.
b) Select “Wi-Fi”.

![Image of iPhone settings with Wi-Fi toggle on](image1)

![Image of Wi-Fi settings with CityU WLAN (WPA) selected](image2)

c) Turn on the “Wi-Fi” and it will auto detect for wireless networks available. Select “CityU WLAN (WPA)”.

d) Enter your CityU EID and network connection password i.e. the EID and password that you use to login the campus staff/student networks. Press “Join” to establish connection.

![Image of password entry for CityU WLAN (WPA)](image3)
e) CityU server will provide its certificate to the iPad for validation. You should see one of the following valid combinations:

1) ciias.ad.cityu.edu.hk
   DigiCert Global Root CA or
   DigiCert SHA2 Secure Server CA
2) ciias1.ad.cityu.edu.hk
   DigiCert Global Root CA or
   DigiCert SHA2 Secure Server CA

Example:

Press “Trust” if the information shown is correct, or otherwise you may probably be connected to a rouge/unknown server and you should cancel the connection immediately.

e) Upon successful logon, you can access the Internet via CityU WLAN.
Note:

- When Wi-Fi is turned on, your device will try to connect to the most recently used Wi-Fi network ("known" network). If the most recently used network is not available (turn off or out of range), it will try to look for the last second one, and so on and so forth.

- Wi-Fi connection is still available even if the device is in "Flight mode", which you may wish to turn off when Wi-Fi connection is not desired, e.g. on aircraft, save battery life.

2. Setting up the Office365 Exchange Online account (for staff)

a) On the Home screen, tap "Settings".

b) Tap “Mail, Contacts, Calendars”, then tap “Add Account”.

![Image of settings and mail app]
c) Tap “Microsoft Exchange”.

![Exchange Settings]

d) Enter the following information:

- Enter your Office365 account (i.e. CityU EID@um.cityu.edu.hk) at the “Email” field
- Enter your Office365 email password (i.e. your network connection password) at the “Password” field
- Give this account a description (e.g. Office365)

Tap “Next” to verify the information provided.
e) Wait when the device is verifying the settings.

![Verifying screen](image)

```
Email: CityU EID@um.cityu.edu.hk
Password: *******
Description: Office365
```

f) When the "Server" field appears, enter "outlook.office365.com". Leave "Domain" empty, enter your Office365 "Username" (i.e. CityU EID@um.cityu.edu.hk) and password. Then tap Next to continue.

![Server field](image)

```
Server: outlook.office365.com
Email: CityU EID@um.cityu.edu.hk
Domain: Optional
Username: CityU EID@um.cityu.edu.hk
Password: *******
Description: Office365
```
g) Wait when the device is verifying the settings again.

h) If the information provided is correct, you will be asked what kind of information you would like to be synced from Office 365 to your device. Please select according to your use. Tap "Save" to save this account.
i) Proceed to additional mail setting for configuring the number of days of mail to be synced to your device each time. Inside "Mail, Contacts Calendars", tap "Office365" (or the description entered in step d).

j) Tap "Mail Days to Sync".

k) Choose the number of mail days to be synced to your device. Default is "1 Week". If you are a heavy email user or you check email regularly, you may wish to select 1 Day to minimize the sync time.
3. Setting up the Office365 Exchange Online account (for students)

a) On the Home screen, tap “Settings”.

b) Tap “Mail, Contacts, Calendars”, then tap “Add Account”.

c) Tap “Microsoft Exchange”.

d) Enter the following information:

- Enter your Office365 account (i.e. CityU EID@my.cityu.edu.hk) at the “Email” field
- Enter your Office365 email password (i.e. your network connection password) at the “Password” field
- Give this account a description (e.g. Office365)

Tap “Next” to verify the information provided.

e) Wait when the device is verifying the settings.
f) When the "Server" field appears, enter "outlook.office365.com". Leave "Domain" empty, enter your Office365 "Username" (i.e. CityU EID@ad.cityu.edu.hk, make sure it is @ad.cityu.edu.hk, not @my.cityu.edu.hk) and password. Then tap Next to continue.

g) Wait when the device is verifying the settings again.
h) If the information provided is correct, you will be asked what kind of information you would like to be synced from Office 365 to your device. Please select according to your use. Tap "Save" to save this account.

![Screenshot of Exchange settings with Save button highlighted]

i) Proceed to additional mail setting for configuring the number of days of mail to be synced to your device each time. Inside "Mail, Contacts Calendars", tap "Office365" (or the description entered in step d).

![Screenshot of Mail, Contacts, Calendars settings with Office365 highlighted]

j) Tap "Mail Days to Sync".

![Screenshot of Mail, Contacts, Calendars settings with Mail Days to Sync highlighted]
k) Choose the number of mail days to be synced to your device. Default is "1 Week". If you are a heavy email user or you check email regularly, you may wish to select 1 Day to minimize the sync time.

```
<table>
<thead>
<tr>
<th>Mail, Contacts, Calendars</th>
<th>Settings</th>
<th>Mail Days to Sync</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td></td>
<td>No Limit</td>
</tr>
<tr>
<td>Reminders</td>
<td></td>
<td>1 Day</td>
</tr>
<tr>
<td>Messages</td>
<td></td>
<td>3 Days</td>
</tr>
<tr>
<td>FaceTime</td>
<td></td>
<td>1 Week</td>
</tr>
<tr>
<td>Maps</td>
<td></td>
<td>2 Weeks</td>
</tr>
<tr>
<td>GPS</td>
<td></td>
<td>1 Month</td>
</tr>
</tbody>
</table>
```

4. Setting up Canvas client for e-Learning

a) Tap the icon “App Store” on the home screen on the device.
Tap Search, type “canvas” and then tap “canvas by instructure” from the suggestions.

b) iPad and iPhone apps for Canvas by Instructure will be shown as below. Tap the “Install” button for iPad app to install. It can be found in this link and QR code too: “https://itunes.apple.com/us/app/canvas-by-instructure/id480883488”

You may be asked for your Apple ID when you are going to purchase any apps from the iTunes app store (even if they are free apps). For how to obtain an Apple ID, please visit “https://appleid.apple.com/”
c) The Canvas by Instructure app will then be installed. It will become available on the home screen as below.

For the details about how to operate the Canvas by Instructure app, please visit

(for staff) [http://www6.cityu.edu.hk/elearn/elearn_ins.html](http://www6.cityu.edu.hk/elearn/elearn_ins.html)

(for students) [http://www6.cityu.edu.hk/elearn/elearn_stud.html](http://www6.cityu.edu.hk/elearn/elearn_stud.html)
5. Projecting your iPad screen

Sometimes you may wish to share your iPad display to larger audiences. The Apple VGA and AV adapters enable you to connect the screen from your iPad to whatever display device with a VGA or HDMI port (e.g. a projector). It is very useful in a teaching/presentation environment.
Please be reminded that when you are going to use the VGA or AV adapter with your iPad:

a) By default, most of the apps do mirroring. That means all the audiences have the same screen on the projector as your iPad. Remember to disconnect the adapter before entering any confidential information (e.g. password)!!

b) When first connecting the adapter, it may take up to 20 seconds to get the output on the external display, so wait.

c) Some apps do not mirror, they are designed to display video to the external display instead.

d) Beware that in some rare cases, the apps just doesn’t work with the adapter at all.

Official Apple support document can be found here:

http://support.apple.com/kb/ht4108
6. Looking after your iPad

a) Never jailbreak your iPad. Although jailbreak lets you install non Apple app store apps and have access beyond Apple’s control, this will endanger the security of your iPad device, i.e. all security settings, including passcode lock, passwords, become vulnerable. Non app store apps are not tested or verified by Apple, and what they really do and leak out of your devices is unknown. They may track your locations, or even try to hack your passcode/password and retrieve your personal information stored in the iPad and send it somewhere. **Also do remember that the warranty of your device will be void if you jailbreak your iPad.**

b) Enable Passcode Lock

The foremost important thing to ensure the security of your iPad is to keep an eye on it, which means you know where it is, and if you lend it to someone, you should know what and where s/he is accessing e.g. websites, accounts, apps, data connections, etc, and this can avoid many security issues.

Securely access your iPad by enabling Passcode Lock, i.e. the key to the front door. You will be prompted to enter the passcode every time you access your iPad:

i. Tap “Settings” on the home screen.
ii. Tap “Touch ID & Passcode”, then tap “Turn Passcode On”.

iii. You will be asked for the passcode, enter a 4-digit number (take Simple Passcode as an example).
iv. To verify, you will be asked to re-enter the passcode again.

v. By default, a 4-digit number is used as the passcode. You can turn this to “Off” if a complex passcode (longer and alphanumeric characters) is desired. It is more secure, however, to type each time you access the device. “Require Passcode” allows you to enter a time gap between passcode prompts.
vi. The passcode lock is now enabled. You can further secure the iPad by enabling the “Erase Data” function.

All data will be erased after 10 failed passcode attempts. So use this function with extreme caution.
c) Enable the “Find my iPad” function
“Find my iPad” function is part of the “iCloud” service from Apple. It will try to locate your iPad through the GPS service when your iPad is misplaced. By using the iCloud web site, you can password lock your iPad or even wipe all the data remotely. To set up the “Find my iPad” function, simply follow the steps below.

i. Tap “Settings” on the home screen, select “iCloud”, then enter your Apple ID and password. Tap “Sign In” to continue.

ii. Your Apple ID will then be verified via email through the email address that you have registered when you applied for your Apple ID. Make sure the email account is valid and you have access to it. You may receive email from Apple to verify your Apple ID if it has not been done before. If you receive such email, please follow the instructions in the email to complete the verification.
iii. You will be asked if iCloud is allowed to use the location of your iPad. This is necessary for the “Find My iPad” function, tap “OK” to continue.

![Allow iCloud to Use the Location of Your iPad?](image)

iv. The “Find My iPad” function will then be turned on automatically.

![Find My iPad](image)
v. To locate your iPad, visit https://www.icloud.com/, enter your Apple ID and password, and click “” to continue.

vi. Once login is successful, click “Find My iPhone” to continue.
vii. The position of the device will be shown on the map.

viii. Click on the green spot and then the "i" icon, and you will see the actions you can do on this device.
ix. You can lock it (by enabling the passcode function immediately) to avoid the iPad from unauthorized access.
x. Or even wipe all the data immediately.

d) Backup your iPad frequently
Backup the data of your iPad in case data restore is required when data are corrupted/erased on your iPad, or you have a new iPad and need to populate it with data from your old one. The time required for backup and restore depends on the amount of data you wish to backup/restore.

Backup here means most of the “data” in your iPad, and they include purchased music, TV shows, apps and books, photos and videos in the Camera Roll, device settings, app data, Home screen and app organization, Messages (SMS and MMS), ringtones, and more.

Please be reminded that Media files synced with your computer ARE NOT backed up. They should be restored by the SYNC operation with iTunes.
To backup your iPad:

i. Make sure you have the latest version of iTunes. To find the latest version of iTunes, please visit here:


ii. Open iTunes and connect your iPad to the computer

iii. An iPad icon should be found on the screen, click on it

iv. Select the backup location (iCloud/PC’s HDD) and click the “Back Up Now” button to start the backup process
v. To create a complete backup, you should sync all the files also. Please select the desired files you would like to backup here:

You can select apps to be synced from “Apps”:
You can sync your music under the “Music” tab:

As well as Movies, TV Shows, Podcasts and Photos:
Inside “Info”, you can sync the contacts, calendars,
And also mail accounts, bookmarks and notes:

After you have selected the desired media files to sync, press the “Sync” button on the lower right corner of the iTunes windows to sync them with your PC:
e) Restore your iPad from iTunes.
   i. Open iTunes and connect your iPad to the PC.
   ii. Click the “Restore Backup...” button
   
   iii. You will be asked to turn off the “Find My iPad” function. Click “OK” to continue. Then go to the iCloud Settings on your iPad to turn off the Find My iPad function first.

   iv. Click “Restore Backup...” again, and you will be asked if the default backup copy will be used, which should be the latest one.
v. If an earlier backup copy is desired, click the drop down box and search the exact backup copy inside:

![Choose a backup to restore. This will restore only the contacts, calendar, notes, and settings, not the iPad firmware.](image)

vi. Click “Restore” to begin the restore process.

![Choose a backup to restore. This will restore only the contacts, calendar, notes, and settings, not the iPad firmware.](image)

vii. Wait for the process to complete.

![Restoring iPad from backup. Estimating time remaining.](image)

viii. When the restore process is done, the iPad will be restarted automatically; DO NOT disconnect the iPad from the PC until it is shown connected in iTunes again.
ix. Sync the media files to the iPad by following the steps described in backup above to complete the whole restore process.

7. What to do if you lost your iPad

Don’t panic. Search again, ask your friends to help. If still there is no sign of your iPad, you should consider:

✓ If you have enabled “Find my iPad”, try to locate it at

https://www.icloud.com/.

Lock your iPad with a password if you have not enabled Passcode Lock. Force an alarm message to your iPad to see if luckily someone finds it and may return it to you.

✓ Find a PC connected to the Internet and change all passwords which are stored in your iPad AT ONCE. For examples, AppleID, your bank accounts, email accounts, mobile apps, remote storages, etc. For CityU staff and students, the URL for changing CityU LDAP User Account Password (EID) is

https://www.cityu.edu.hk/univ/account/chgapppwd.htm, and the URL for changing Network Connection Password is


✓ Report loss to the venue security.

✓ Report loss to the Police.

✓ If the device is a university/department property, report loss to the university/department promptly.
8. Official iPad Support Site

With iPad applications expanding, it will be easy to find solutions to your problems amongst the social user communities. The official iPad support site from Apple is:

http://www.apple.com/support/ipad/

In there you can find the latest user manuals and technical specifications. Moreover, you can join the communities to discuss and share your experiences and problems with other iPad users all over the world.