

FAQ for iPad (iOS 5.x)

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

- a) Tab "Home" and select "Settings".



b) Select “Wi-Fi”.



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



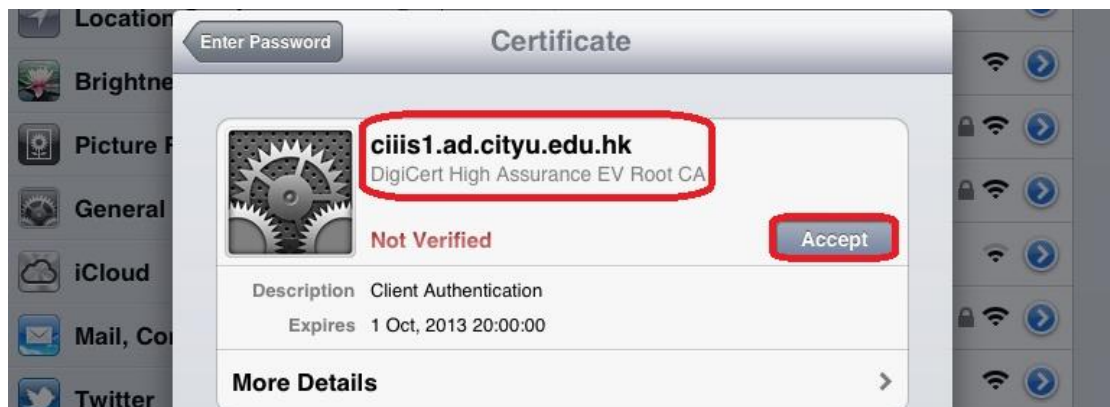
d) Enter your CityU EID and network connection password i.e. the EID and password that you use to login the campus staff/student networks. Press “Join” to establish connection.



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**
Entrust.net Secure Server Certification Authority
- 2) **ciias.ad.cityu.edu.hk**
DigiCert High Assurance EV Root CA
- 3) **ciias1.ad.cityu.edu.hk**
DigiCert High Assurance EV Root CA

Example:



Press “Accept” if the information shown is correct, 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:

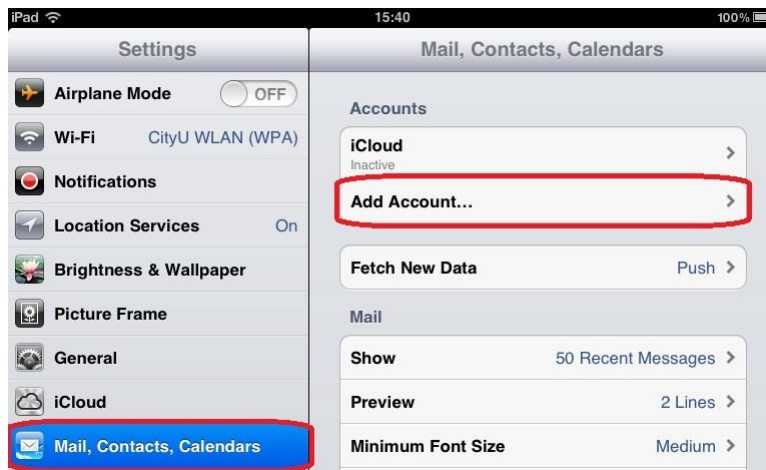
- When Wi-Fi is turned on, your device will try to connect to the most recently used Wi-Fi network (“known” network). If the most recently used network is not available (turn off or out of range), it will try to look for the second last one, and so on and so forth.
- Wi-Fi connection is still available even if the device is in “Flight mode” which you may wish to turn off when Wi-Fi connect is not desired, e.g. in aircraft. Save cost, save battery life.

2. Setting up the Microsoft Exchange account (for staff only)

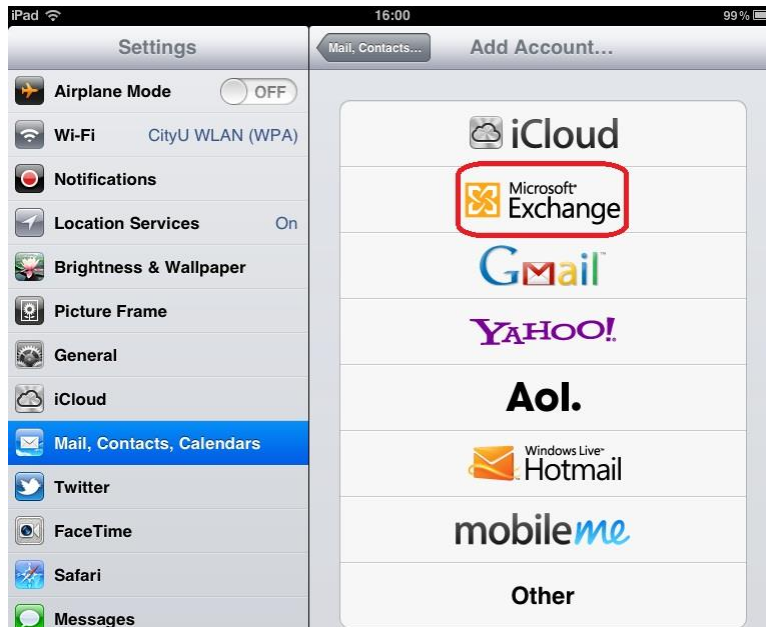
a) On the home screen, press “Settings”.



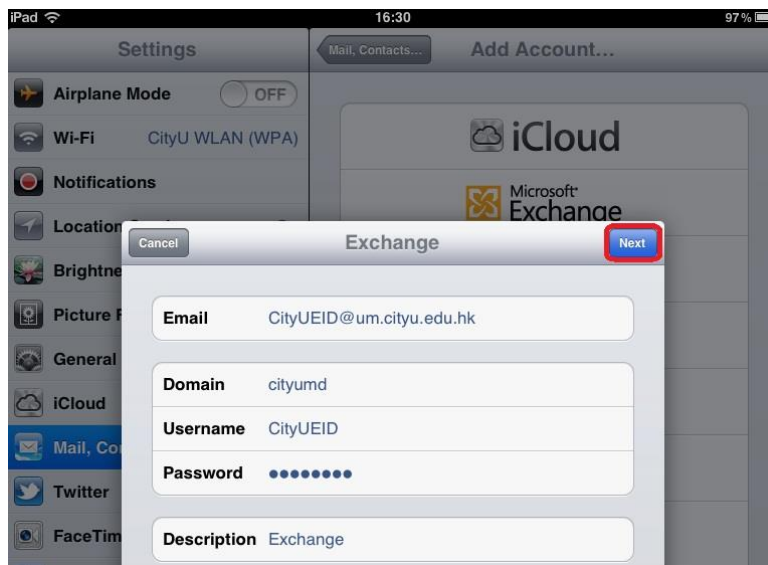
b) Tap “Mail, Contacts, Calendars”, then tap “Add Account...”.



c) Tap “Microsoft Exchange”.



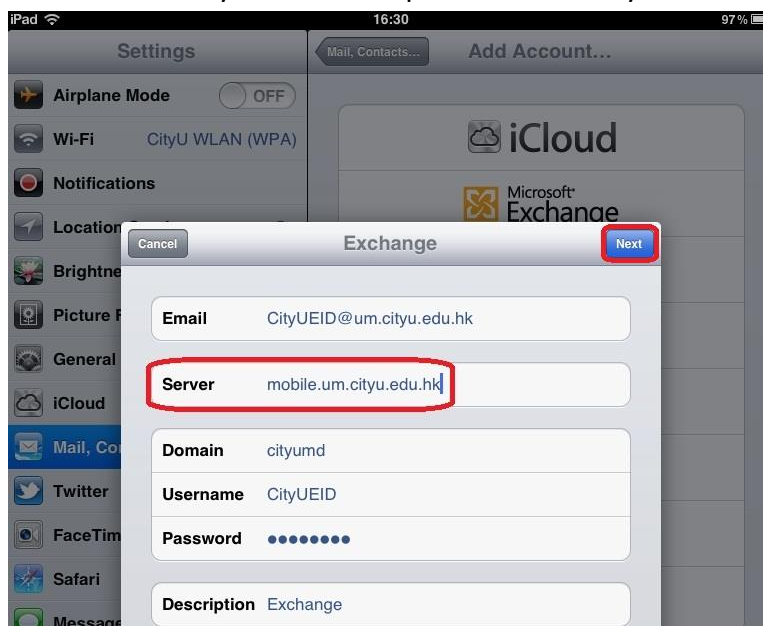
d) Enter the following information:



- Enter your Exchange account (i.e. CityU EID@um.cityu.edu.hk) at the “Email” field
- Enter “cityumd” at the “Domain” field
- Enter your CityU EID at the “Username” field
- Enter your Exchange email password (i.e. your network connection password) at the “Password” field

Tap “Next” to verify the information provided.

e) The “Server” field should be filled in automatically. If not, please enter “mobile.um.cityu.edu.hk”. Tap “Next” to save your settings.



- f) If all your information provided is correct, you will be asked what kind of information you would like to be synchronized from Exchange to your iPad, please select according to your usage; for example, if you do not use Calendar on Exchange there will be no need to sync it to your iPad so turn Calendars to OFF. Tap "Save" to save your selections.



- g) Proceed to additional mail setting for configuring the number of days of mail to be synchronized to your iPad each time. Note that the more the days, the longer the time it will take to sync and the more network bandwidth/cost will be.

Inside "Mail, Contacts, Calendars" settings, tap "Exchange".



The settings for the existing account will be shown. Tap “Mail Days to Sync”:



Choose the number of days of email to be synchronized to your iPad; the default is “3 Days”, and that is today, yesterday, and the day before. If you are a heavy email user or you check email regularly, you may wish to select 1 Day to minimize on the sync time.

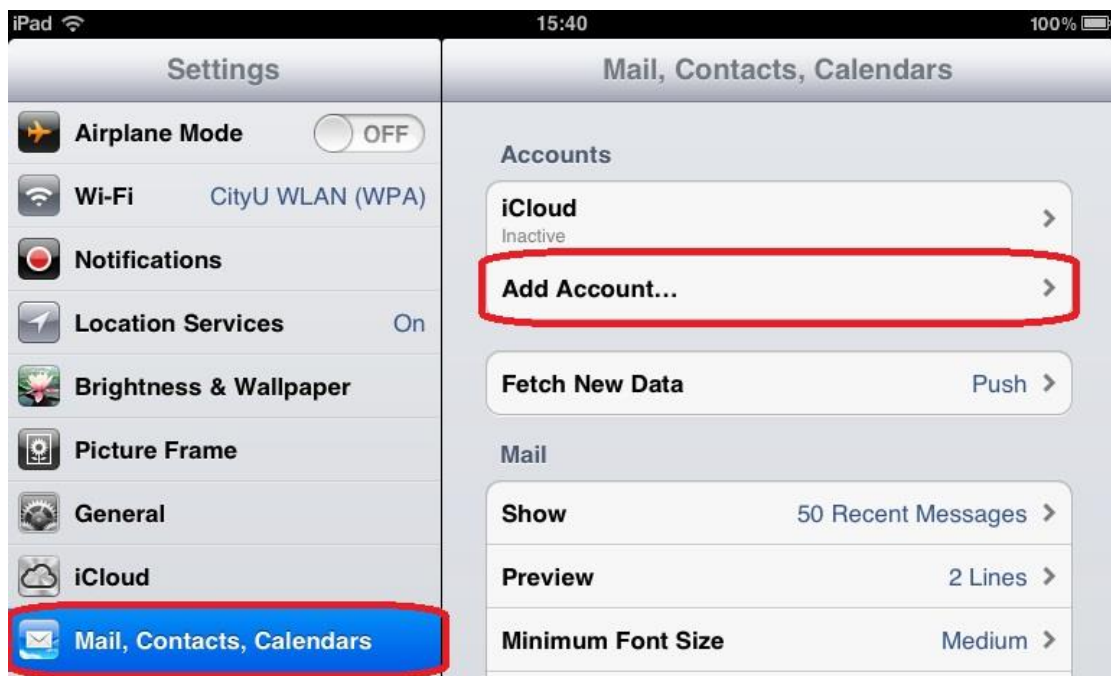


3. Setting up the Office365 Exchange Online account

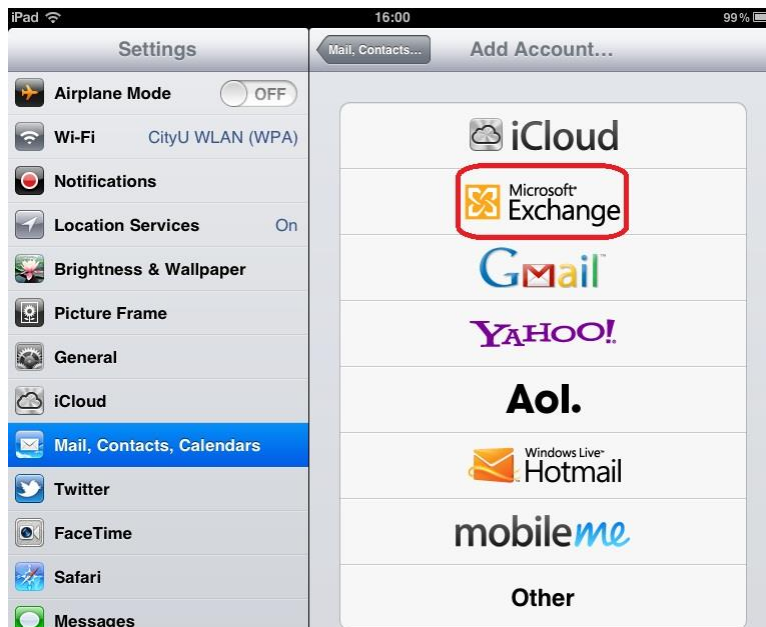
a) On the Home screen, tap “Settings”.



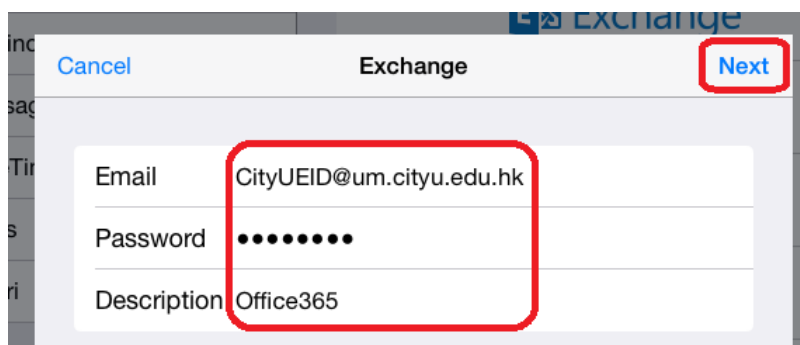
b) Tap “Mail, Contacts, Calendars”, then tap “Add Account...”.



c) Tap “Microsoft Exchange”.



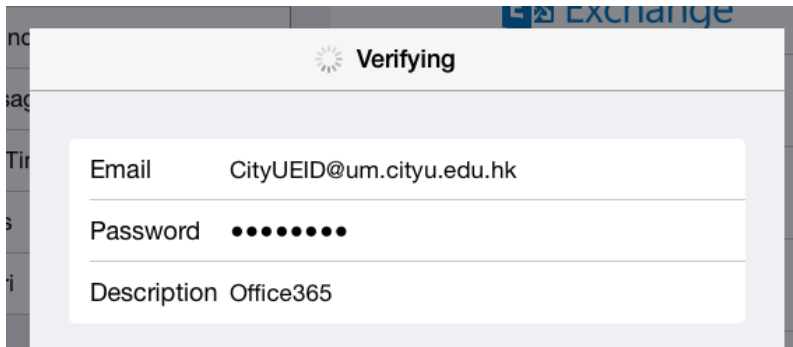
d) Enter the following information:



- Enter your Office365 account (i.e. CityU EID@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.



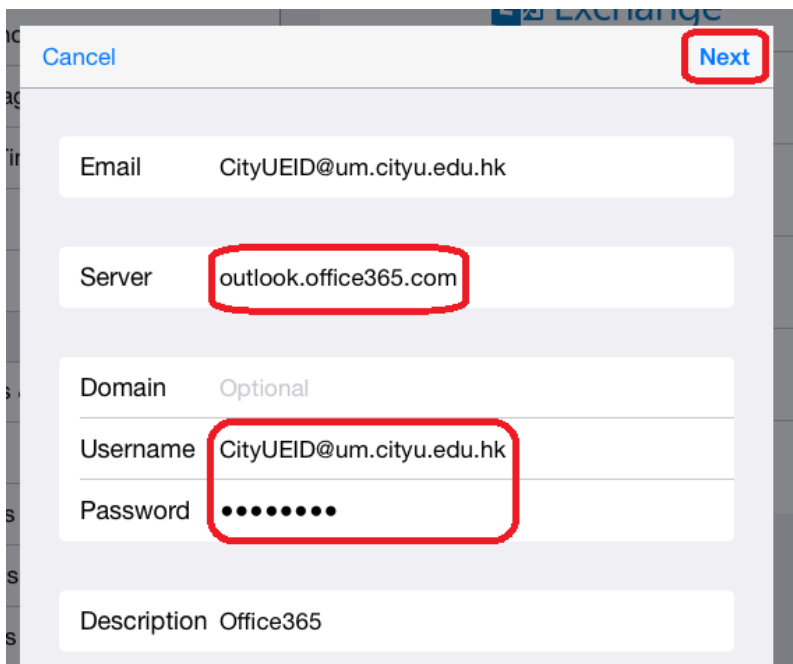
Verifying

Email CityUEID@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. CityUEID@um.cityu.edu.hk) and password. Then tap Next to continue.



Cancel Next

Email CityUEID@um.cityu.edu.hk

Server outlook.office365.com

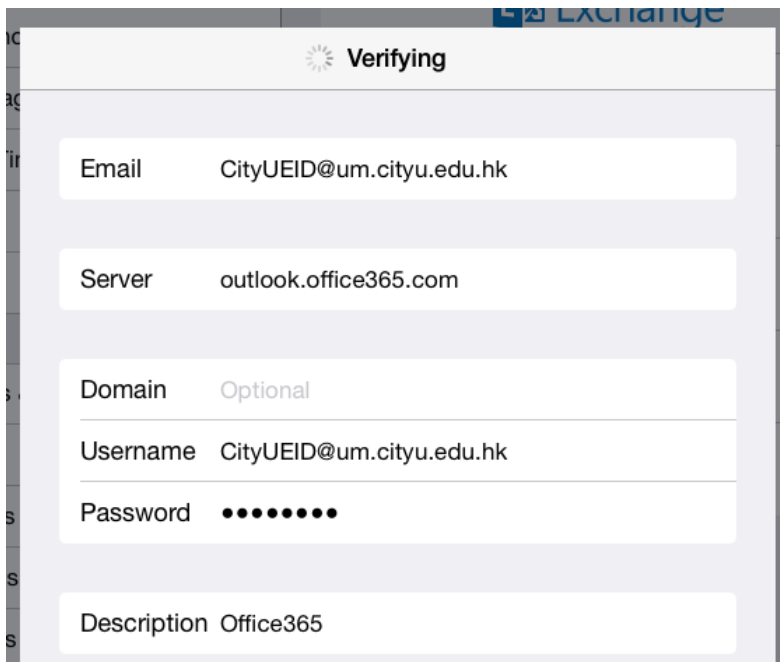
Domain Optional

Username CityUEID@um.cityu.edu.hk

Password ••••••••

Description Office365

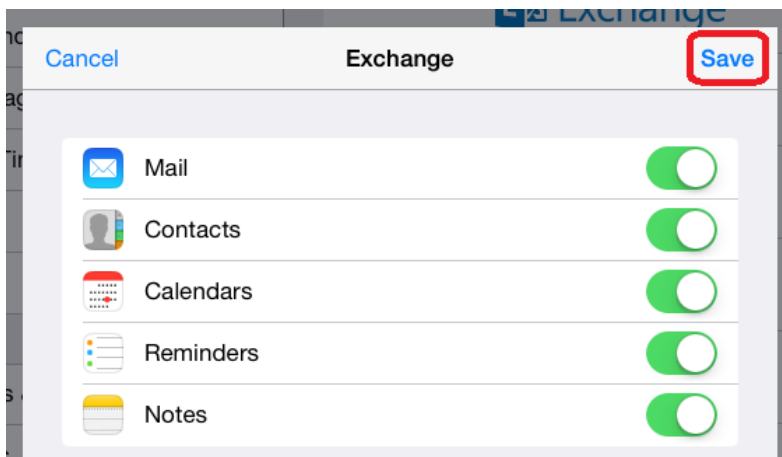
- g) Wait when the device is verifying the settings again.



The screenshot shows a 'Verifying' dialog box for an Exchange account. It contains the following fields:

- Email: CityUEID@um.cityu.edu.hk
- Server: outlook.office365.com
- Domain: Optional
- Username: CityUEID@um.cityu.edu.hk
- Password: (masked with dots)
- Description: Office365

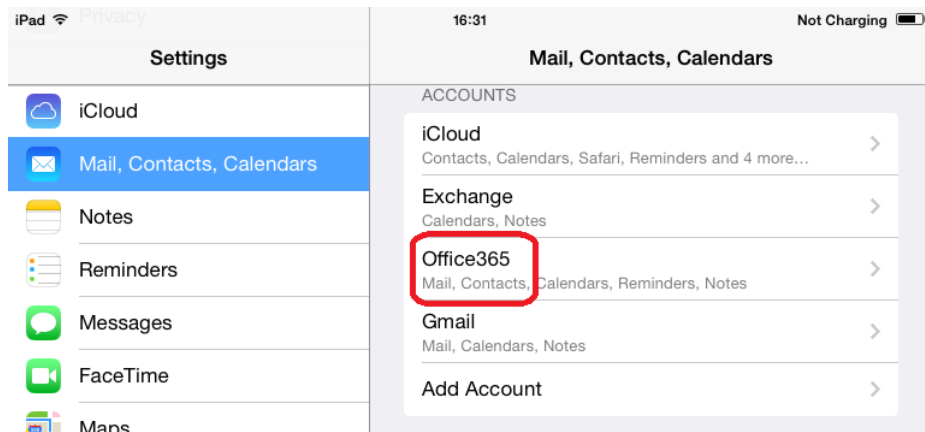
- h) If the information provided is correct, you will be asked what kind of information you would like to be synced from Office 365 to your device. Please select according to your usage. Tap "Save" to save this account.



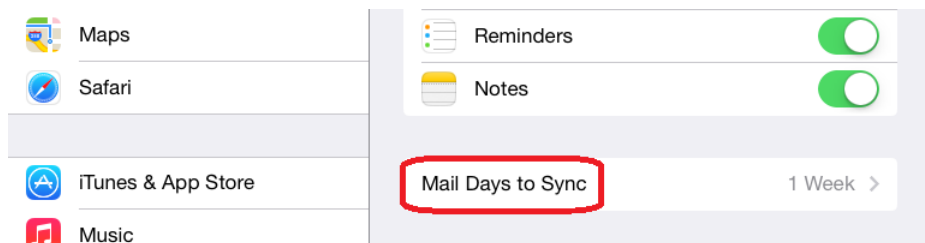
The screenshot shows the 'Exchange' sync settings screen. It has a 'Cancel' button on the top left and a 'Save' button on the top right (highlighted with a red box). The screen lists the following sync options, all of which are currently turned on:

- Mail
- Contacts
- Calendars
- Reminders
- Notes

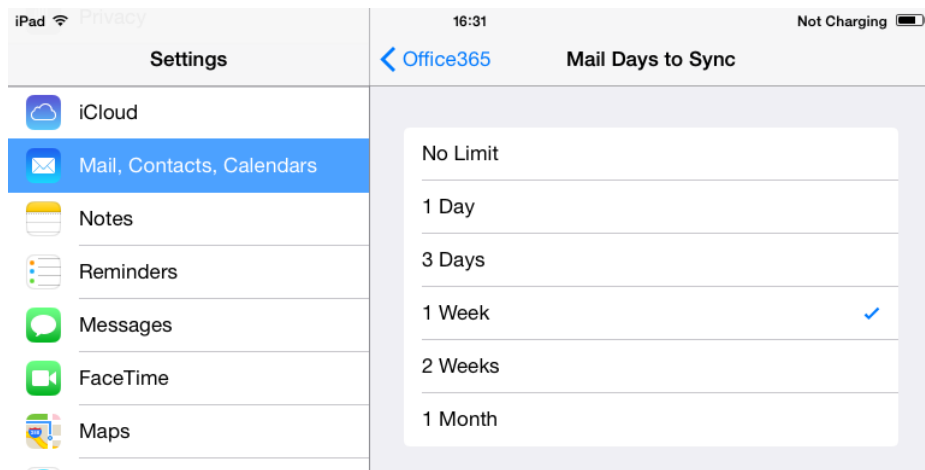
- i) Proceed to additional mail setting for configuring the number of days of mails to be synced to your device each time. Inside "Mail, Contacts Calendars", tap "Office365" (or the description entered in step d).



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.



4. Setting up Blackboard Mobile client for e-Learning

a) Tap the icon “App Store” on the home screen on the device.



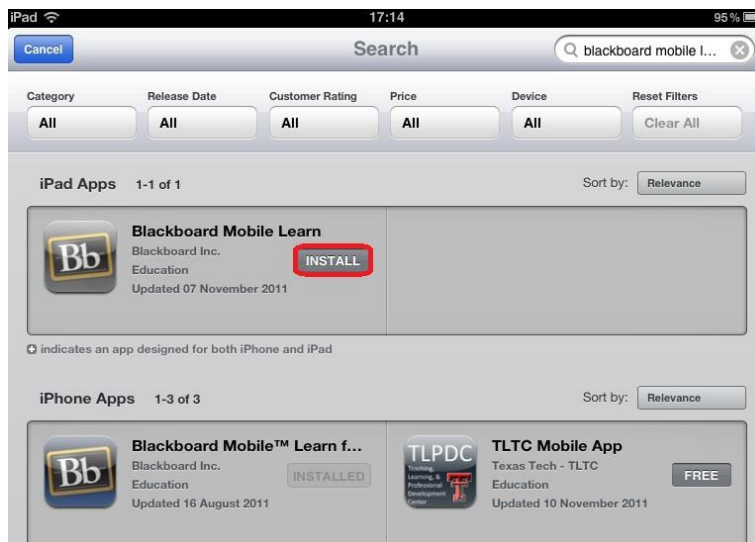
b) Tap Search, type “blackboard” and then tap “blackboard mobile learn” from the suggestions.



c) iPad and iPhone apps for Blackboard Mobile Learn 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: [http://itunes.apple.com/us/app/blackboard-mobile-](http://itunes.apple.com/us/app/blackboard-mobile-learn/id364252826?mt=8)

[learn/id364252826?mt=8](http://itunes.apple.com/us/app/blackboard-mobile-learn/id364252826?mt=8)





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/>"

- d) The Blackboard Mobile Learn app will then be installed. It will become available on the home screen as below.



For the details about how to operate the Blackboard Mobile Learn app, please visit



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



(for students) 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 adapter enables you to via the screen from your iPad to whatever display device with a VGA port (e.g. a projector). It is very useful in a teaching/presentation environment.



<http://store.apple.com/hk/product/MC552ZM/B?fnode=MTc0MjU4NjE>

Please be reminded that when you are going to use the VGA 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 know what s/he is accessing e.g. websites, accounts, Apps, data connections, etc, and this will avoid many security issues.

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

- i. Tap "Settings" on the home screen.



- ii. Tap “General”, then tap “Passcode Lock”.



- iii. You can enable the passcode function by tapping the “Turn Passcode On” button. 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, more to type each time you access the device. “Require Passcode” allows you to enter a time gap between passcode prompts.



- iv. You will be asked for the passcode, enter a 4-digit number (take Simple Passcode as an example).



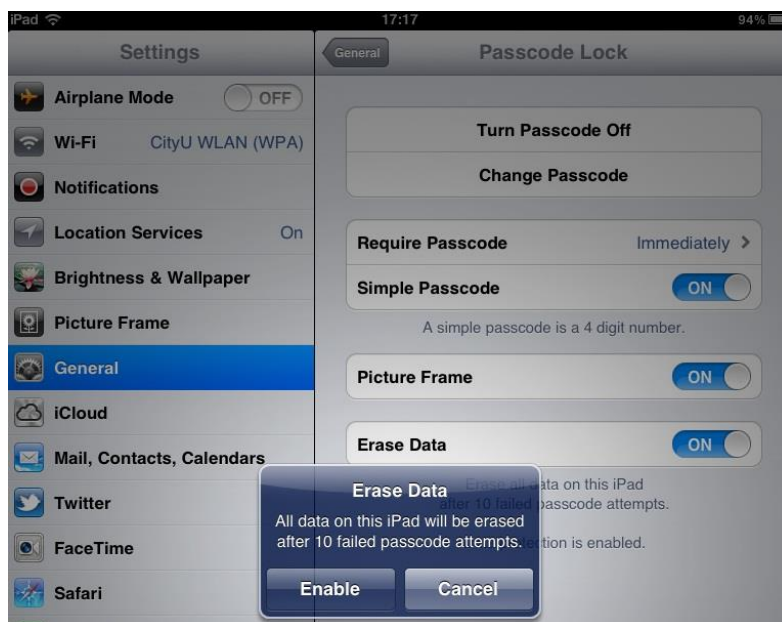
- v. To verify, you will be asked to re-enter the passcode again.



- 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 cautions.



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 an 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.



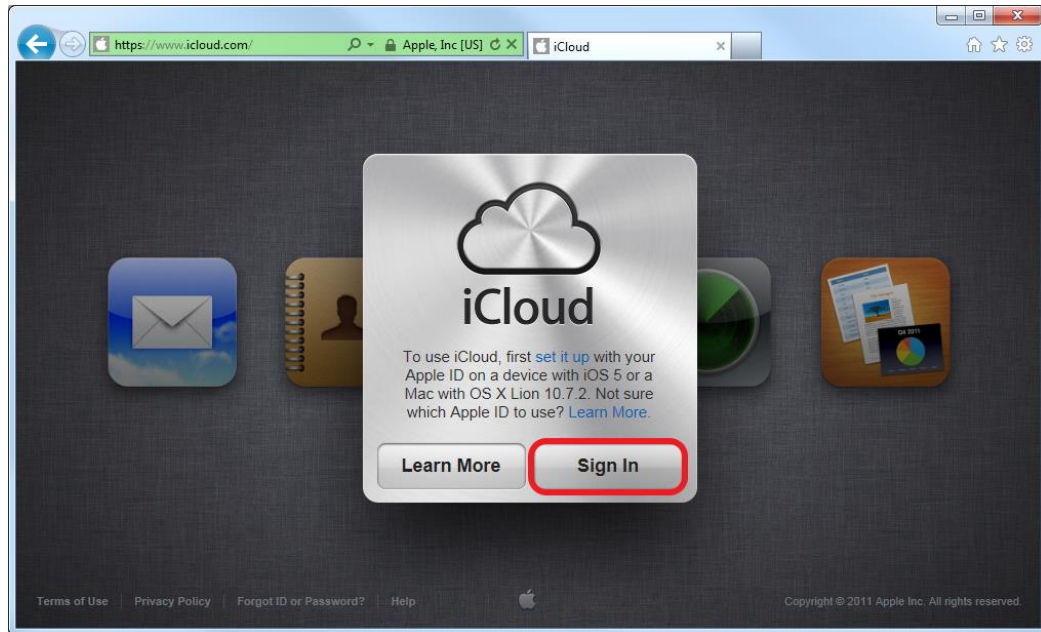
- iii. You will be asked if iCloud is allowed to use the location of your iPad. This is necessary for the “Find My iPad” function, tap “OK” to continue.




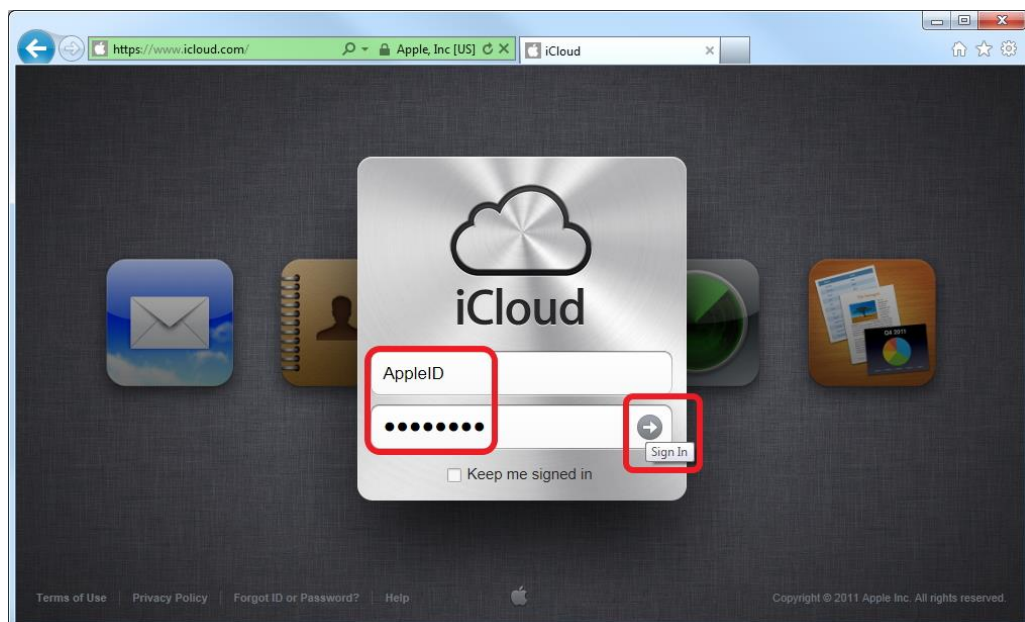
- iv. The “Find My iPad” function will then be turned on automatically.



- v. To locate your iPad, visit <https://www.icloud.com/>, click 'Sign In' to continue.



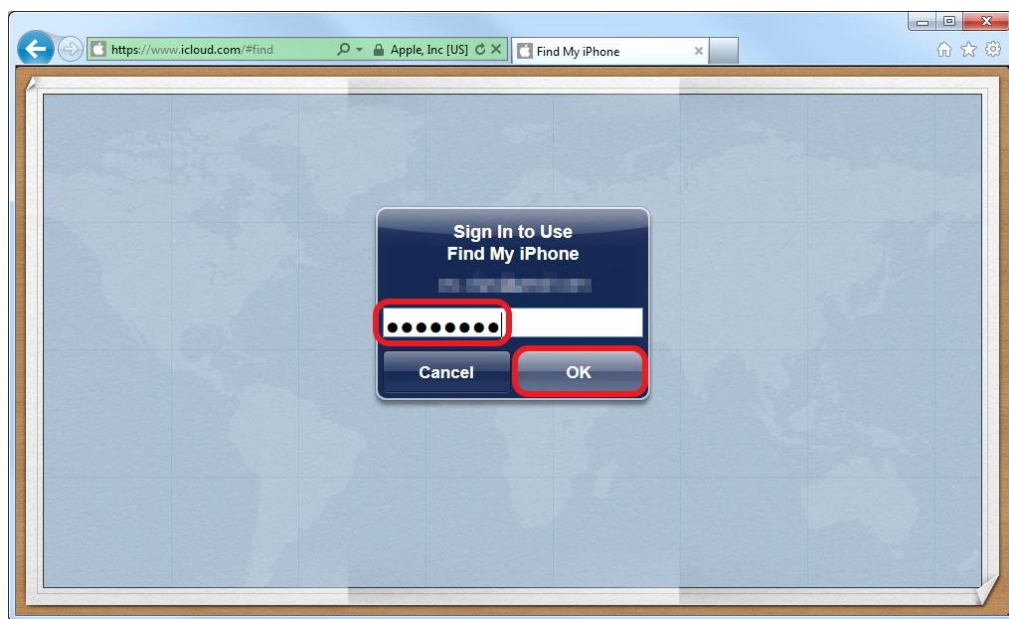
- vi. Enter your Apple ID and password, click the  icon to sign in.



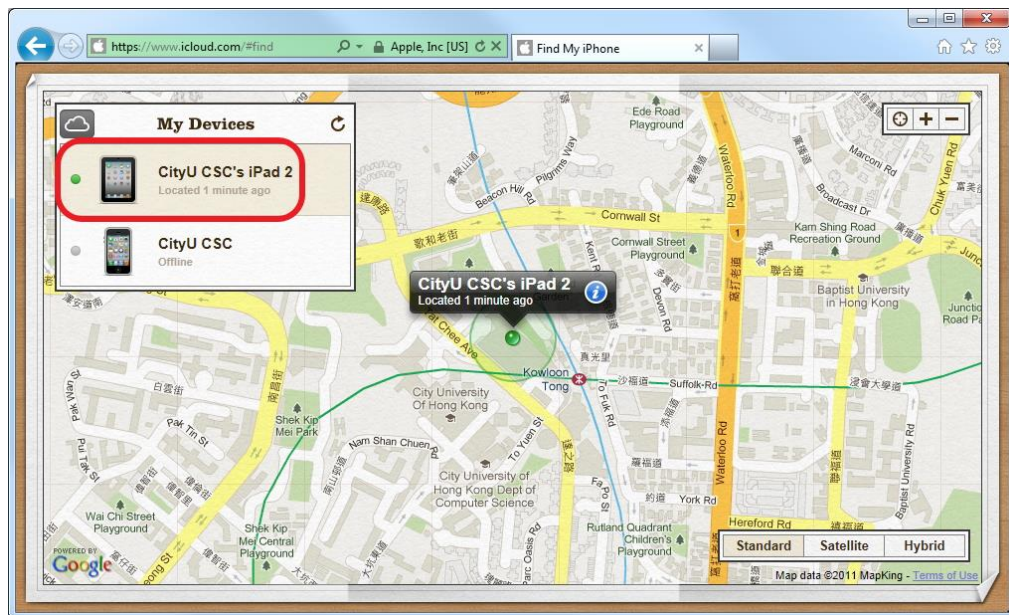
- vii. Once login is successful, click “Find My iPhone” to continue.




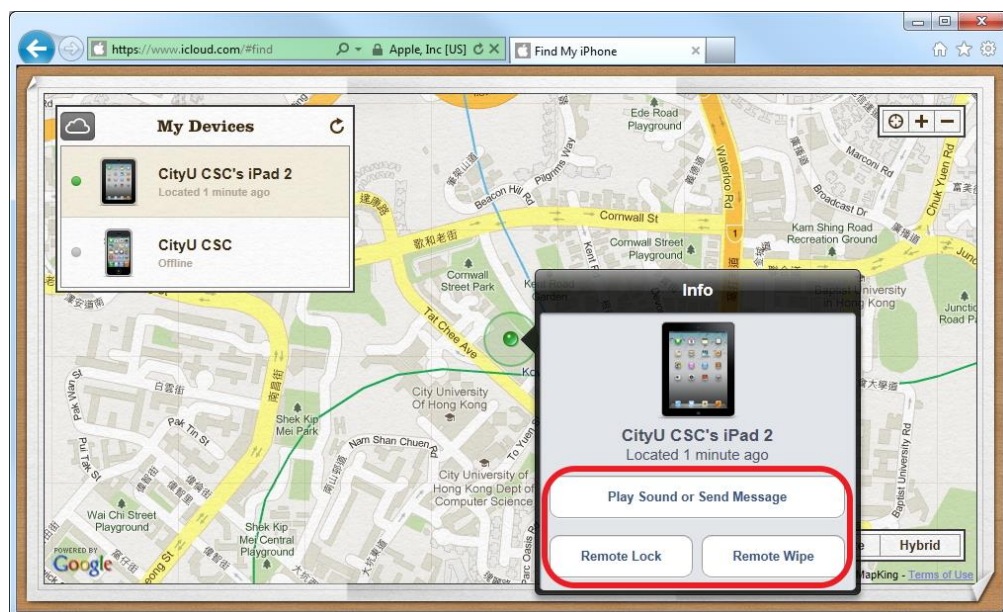
- viii. You will be asked to re-enter the Apple ID password, enter the password and click “OK” to continue.



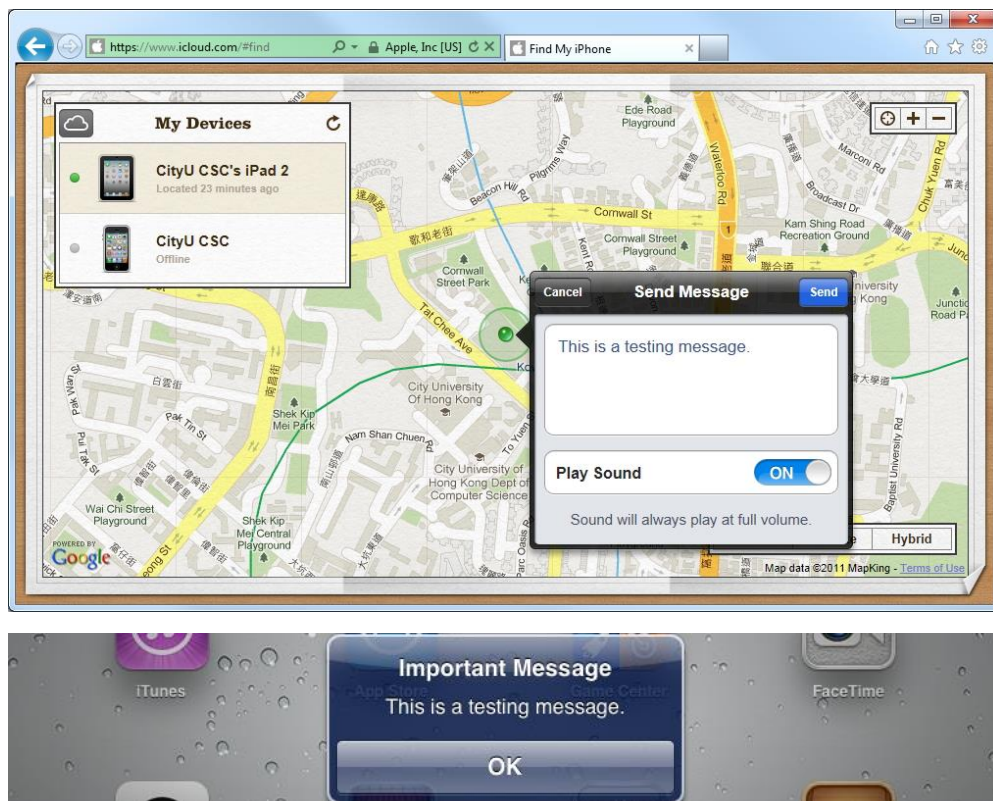
- ix. Select the device you would like to locate on the “My Devices” window, and the position of the device will be shown on the map.



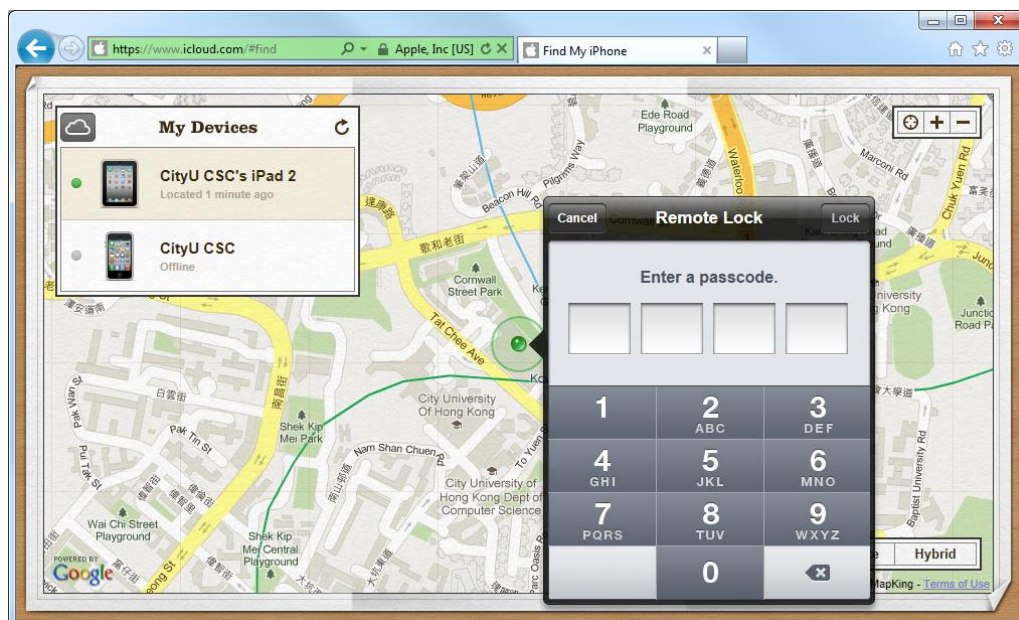
- x. Click on the  icon and you will see the actions you can do on this device.



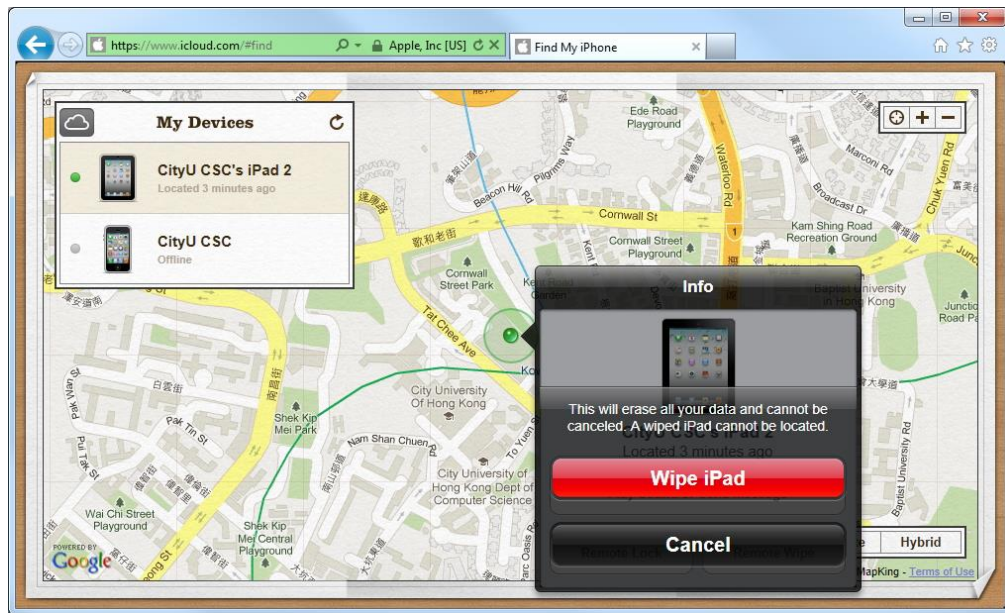
- xi. You can push a message with alarm to your iPad.



- xii. Or you can lock it (by enabling the passcode function immediately) to avoid the iPad from unauthorized access.



xiii. Or even wipe all the data immediately.



d) Backup your iPad frequently

Backup the data of your iPad in case data restore is required if data is 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 depend on the amount of data you wish to backup/restore.

Backup here means most of the “data” in your iPad, 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:

<http://www.apple.com/hk/en/itunes/download/>



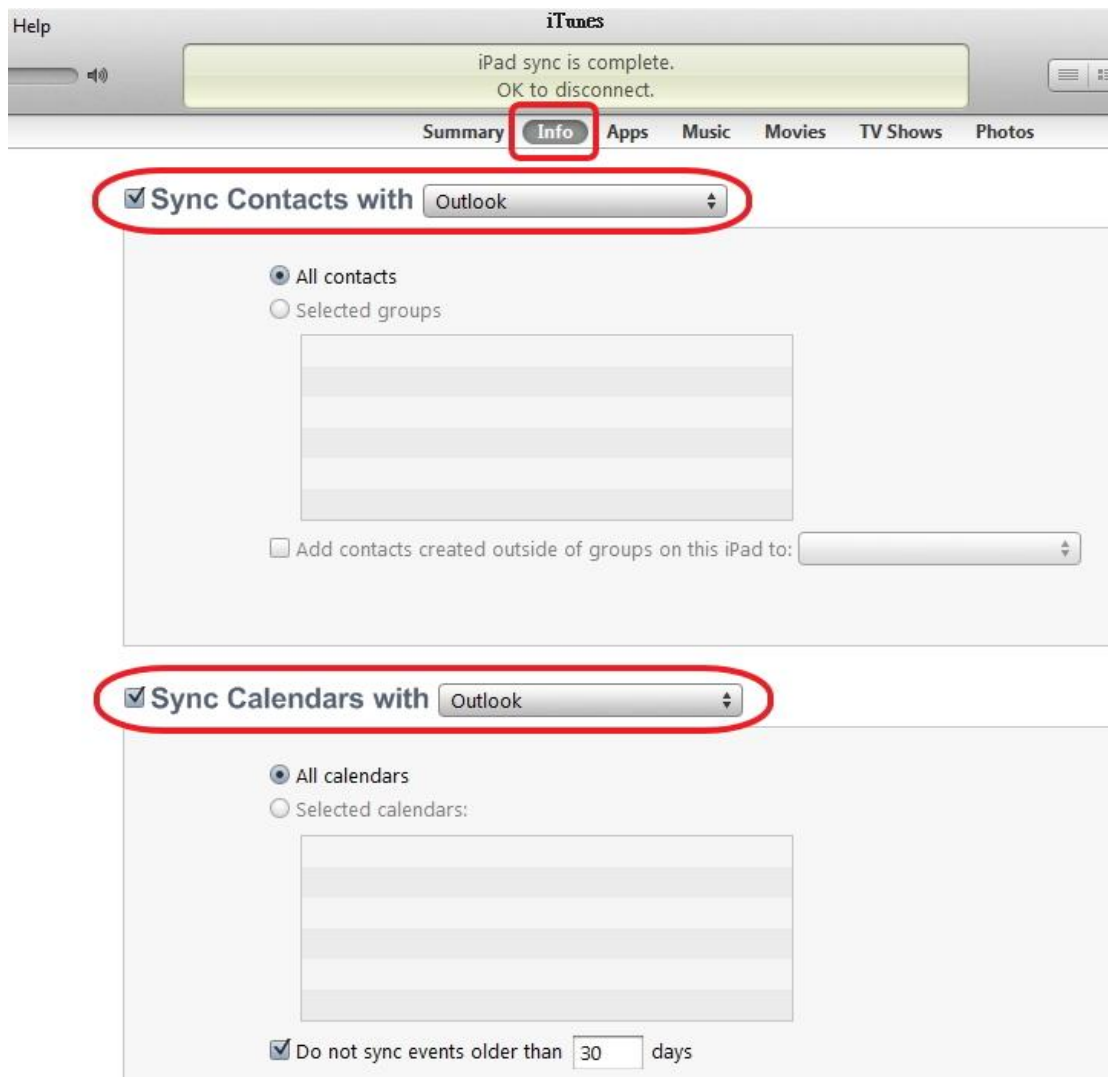
- ii. Open iTunes and connect your iPad to the computer
- iii. Right-click on the iPad and select "Backup"



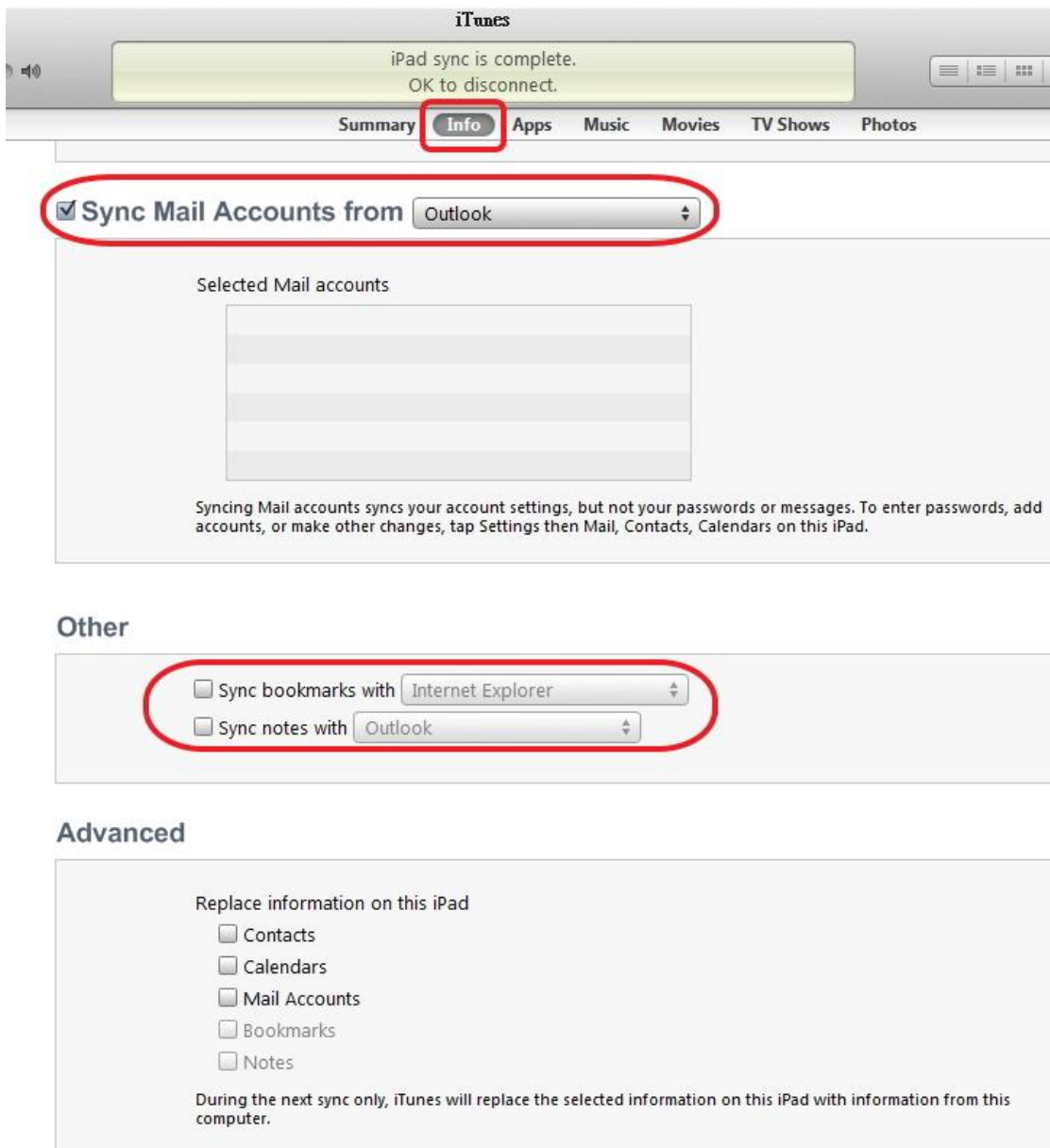
- iv. To create a complete backup, you should sync all the files also. Please select the desired files you would like to backup here:



Inside “Info”, you can sync the contacts, calendars,



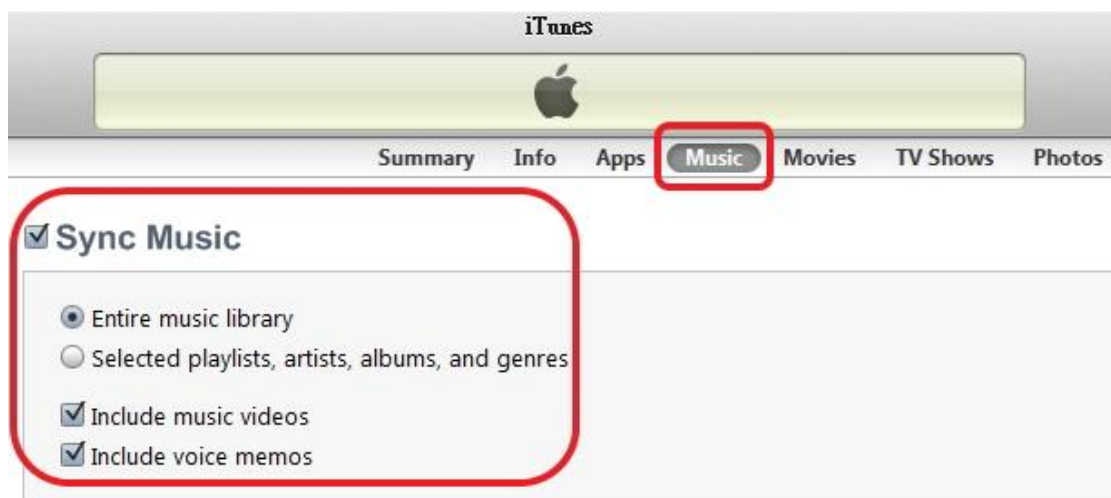
also mail accounts, even bookmarks and notes:



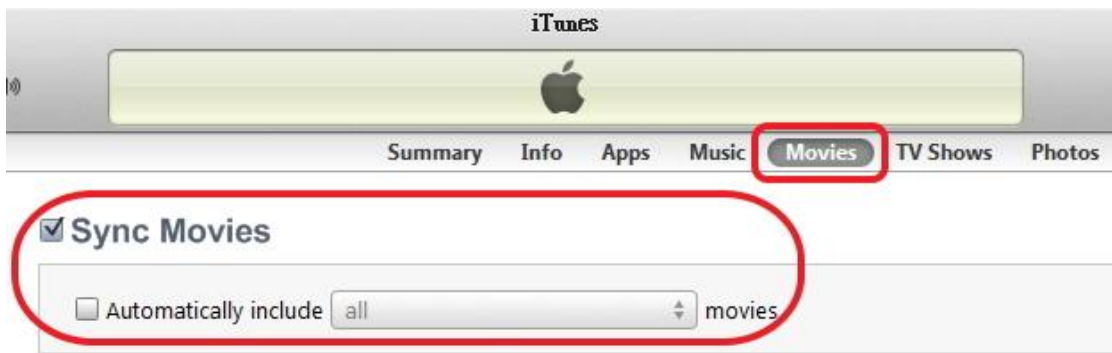
you can select apps to be synced from “Apps”:



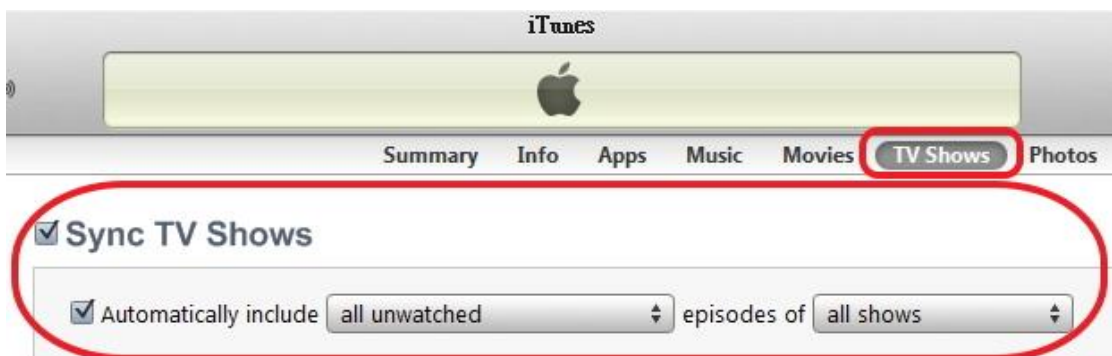
you can sync your music under the “Music” tab:



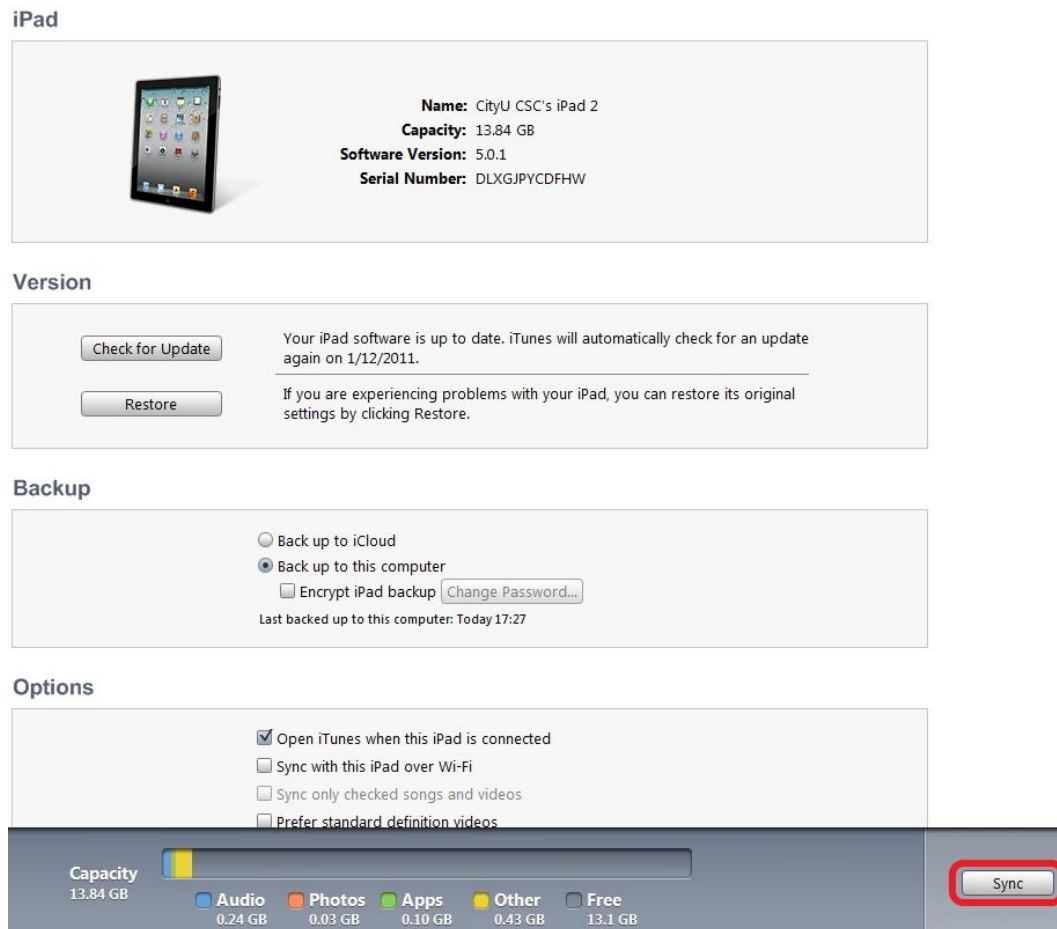
and also movies:



as well as TV shows and photos:



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:



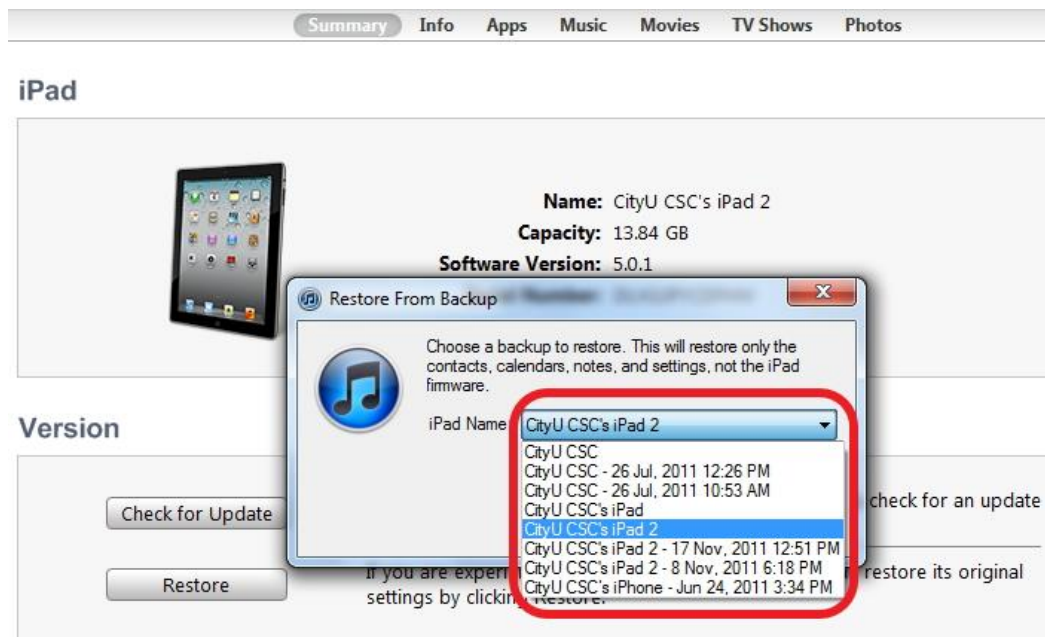
- e) Restore your iPad from iTunes.
- Open iTunes and connect your iPad to the PC.
 - Right click the iPad and select "Restore from Backup..."



- You will be asked if the default backup copy will be used, which should be the latest one.



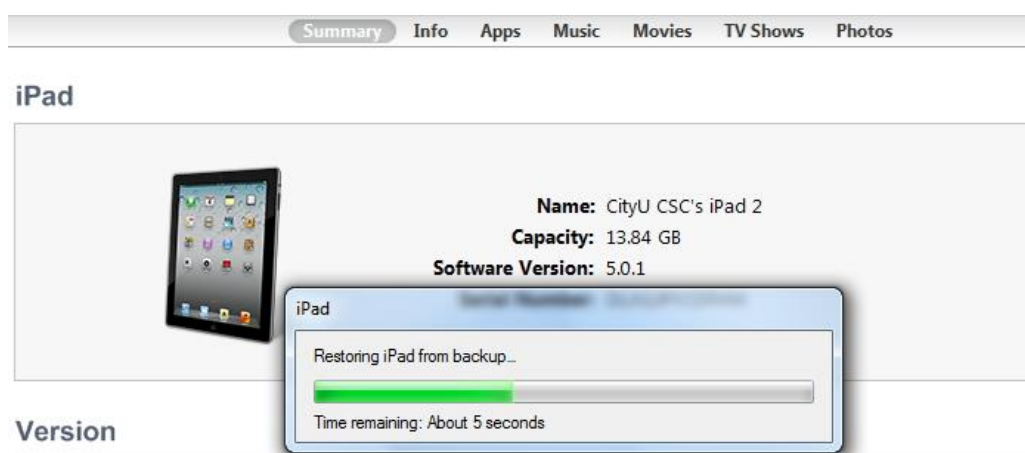
- iv. If an earlier backup copy is desired, click the drop down box and search the exact backup copy inside:



- v. Click "Restore" to begin the restore process.



- vi. Wait for the process to complete



- vii. 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.
- viii. 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 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 may return to you.

- ✓ Find a PC connected to 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 Application Password (EID) is



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

<https://cscutil.cityu.edu.hk/AdminWebToolsChangePwd1/ChangePwd1.aspx>



- ✓ 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.