



# Family Support Guide Solving Common Issues

## Introduction

You may encounter some issues during the school day when trying to access some of the programs. These issues may be related to your child's board provided iPad, your own desktop or laptop, or the programs your classroom teacher is asking to be used. Included here are some of the most common issues you may have plus solutions to support you. You may also visit our website by visiting <https://www.hwdsb.on.ca/remotelarning/resources/>. This website is updated regularly and will have the most up to date supports and solutions you may require.

## My Child's iPad is Acting Unpredictably

(e.g., Glitching, Not Loading Pages, Not Holding a Charge, Apps Not Downloading, Screen is Frozen)

### How to force-restart any other kind of iPad

1. Press and hold the Home button (bottom of the iPad).
2. At the same time, press and hold the Power button (Top Button). Be sure you hold the Home and Power buttons **at the same time** to **restart** an iPad.
3. Continue to hold both buttons for about 10 seconds, until you see the Apple logo appear.
4. Do not let go of the buttons until you see

the Apple logo.

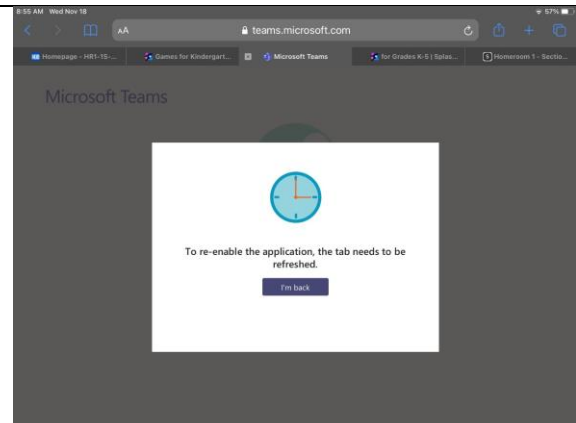


## MS Teams Keeps Saying that "The Tab Needs to be Refreshed"

(Using the MS Teams App versus the Web Version)

### This issue is commonly found when using an iPad

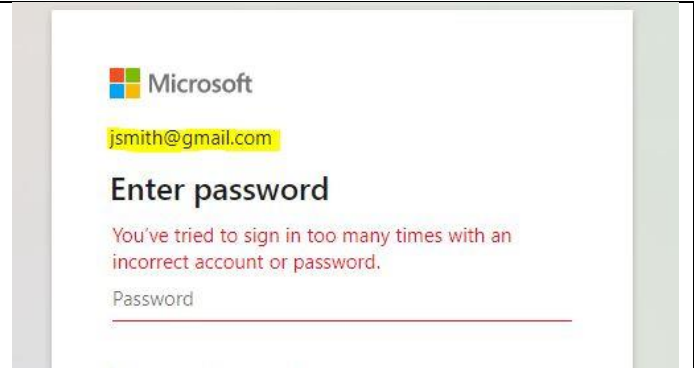
1. Teams needs to be accessed using the MS Teams App (it can be found in the HWDSB catalogue if it not on your iPad).
2. If you get this error then you are trying to access MS Teams on the web using a browser Like Safari (image shown --->).
3. **Always Use the App on iPad**



## My Child's Login Is Not Working (HWDSB Email & Password Required)

Be sure that you or your child is using their provided **HWDSB username and password only**. Do not use your personal emails when logging into these sites as these will not work.

1. Login to the Hub at <http://students.hwdsb.on.ca>
2. Login to MS Teams using the **App Only on an iPad** (see above).
3. On laptop or desktop login to MS Teams at <http://students.hwdsb.on.ca>
4. Use only your child's email (e.g. [jsmith1234@hwdsb.on.ca](mailto:jsmith1234@hwdsb.on.ca)) and the password provided by your classroom teacher
5. [MS Teams Support Document](#)
6. [The Hub Support Document](#)



*In this example, the user attempted to login using a Gmail account. This will not work as the students HWDSB username and password is required.*

## How Do I Change my Child's Password?

Changing passwords regularly is an important practice to ensure that your child's privacy and information is safe and secure.

**I know my child's password but I want to change it:**

1. If you know your child's current password, you can change it at the following link: <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>

**I do not know my child's username or password:**

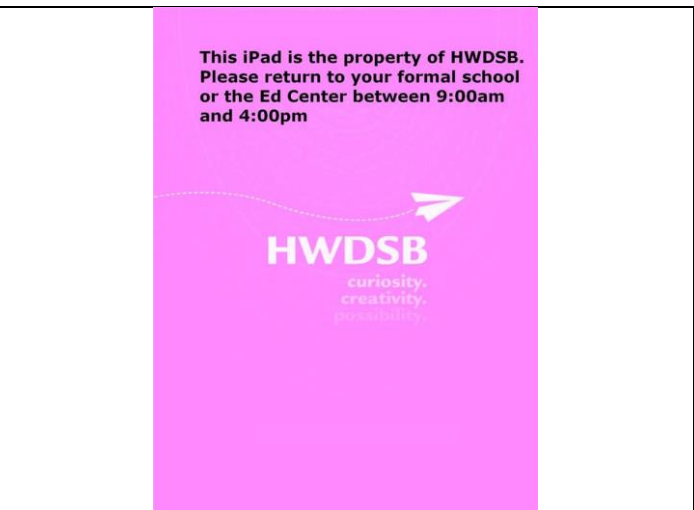
2. If you have lost your child's password and need it reset, your child's teacher is able to reset passwords and can provide a new password

A screenshot of the HWDSB 'change password' web form. The title 'HWDSB' is in a blue box. Below it, the text 'change password' is displayed. The form includes fields for 'User ID' (with the example 'apuley@hwdsb.on.ca'), 'Old password', 'Create new password', and 'Confirm new password'. At the bottom are 'submit' and 'cancel' buttons.

## My Child's iPad is Locked

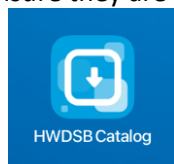
If your child's iPad is locked there will be a message on the screen that indicating that it is lost and will direct you to return it to your school or the Education Centre

1. iPads are locked if they belonged to another student, what not returned in the system, or is otherwise believed to be lost.
2. If you are a Remote Student and are using this device is can be unlocked remotely.
3. Ensure the device in on
4. Ensure the device is online
5. Complete the Support Form and indicate that you have a locked iPad: <https://bit.ly/HWDSB-RemoteHelp>

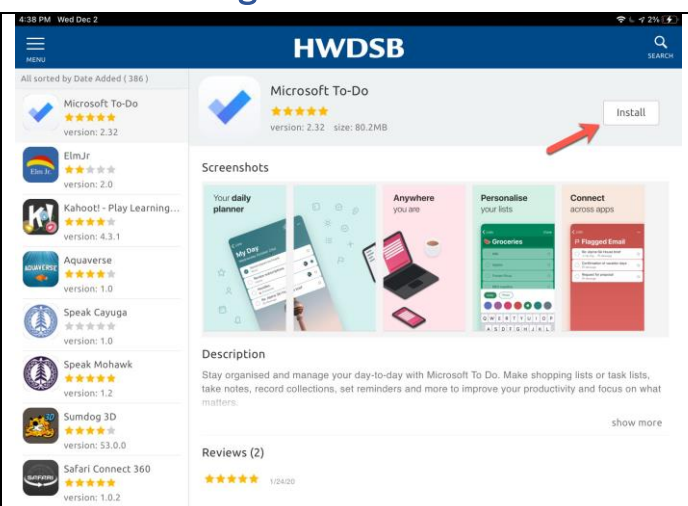


## How Do I Download Programs from the HWDSB Catalogue?

On HWDSB iPads, the Apple App Store has been removed; instead, you will find the **HWDSB App Catalog**. The catalogue contains apps that have been vetted by our Privacy Information Officer, and our Program Team, to ensure they are safe and secure.



When you open the app catalog, you can search for an app, and install it. Note there may be a processing delay when installing the app.



## I Need Some Help with The Hub and Microsoft Teams

There are many resources that have been created to support you. These have also been translated into multiple languages. [The main page can be found here](#). The topics are:

- [Instructions for the Hub and MS Teams](#) | [Parent Guide for MS Teams](#) | [How to Join a Teams Class \(Parents\)](#)
- [MS Teams and The Hub Resources for Students and Families](#) | [How Student's Access the Hub](#)
- [Arabic: How to Login to MS Teams](#)
- [Arabic: How to Login to HWDSB Hub](#)
- [How To Guides: Supporting Families with Online Learning \(Translated\)](#)
- [YouTube Tutorial Videos on Technology Use](#)

## The Remote Day School Resource and Technical Support Website

For more resource materials and support topics, please visit our Resource page at <https://www.hwdsb.on.ca/remoteteaching/resources/>.

On this page, you will find a variety of resources including support and solution topics that are updated regularly.

Each topic has a feedback form should you require further help or would like to comment on the helpfulness of each topic. This helps us to best design the site and our supports to meet the needs of you and your child or children.

If you have questions or concerns, please connect with your classroom teacher or the administration for your grade division. Details at <https://www.hwdsb.on.ca/remoteteaching/contact-the-school/>

