


**From:** "District Information Technology Coordinator" <ditc@sd79.bc.ca>   
**Subject:** Updates from Lisa  
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**Reply-To:** "District Information Technology Coordinator" <ditc@sd79.bc.ca>

3 Attachments, 768 KB

Happy Friday, friends. I hope this update finds you enjoying the first crispy days of winter.

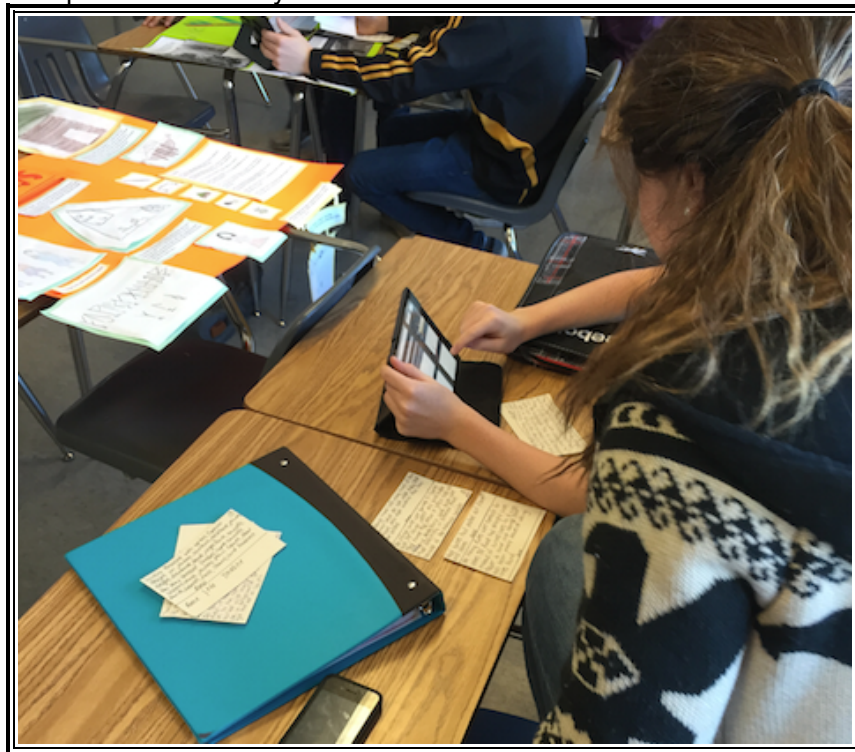


Let's just not have a repeat of that wind storm-- power outages and falling branches play havoc with more than just technology.





Speaking of technical difficulties, I wanted to devote this week's update to trouble-shooting, and just share a few tips and tricks particularly for iPad issues, but also for technology in general. And please also take a look at [this blog post](#) about a quick little lesson I did in Steve Guille's class at the Quamichan Campus the other day.



## Trouble Shooting 101:

Restart, restart, restart. Very often an issue can only be resolved by restarting your device. On a desktop or laptop, if you can navigate to "Restart", that is your best bet. Sometimes, you may find things completely frozen-up. Before you pull the power chord, try to force quit applications (on a Mac) and try Restart again. If you are like me (and let's face it, who wouldn't want to be) you probably leave your desktop on a good part of the time. If you find it is sluggish one day, or you can hear the processor working overtime, give it a restart before you get to apps hanging, freezing or glitching.

The Recalcitrant iPad: To do a hard-restart, hold down the power button and the home button simultaneously. Keep holding them until you see the screen go dark, and the Apple icon reappear. This will reset a number of issues quickly.

Webmail Maladies. I am finding our SD79 webmail to be very reliable and easy to use. You should know that if you are using Entourage, we will no longer be supporting it. While I have found webmail to be very robust, it does sometimes not play nicely with iPad browsers. Here is a simple fix if you find your iPad will not let you send or receive email in Safari. Navigate to Settings>Safari>Clear History and Website Data.

There is one solution: One of the things I've really noticed the more deeply I've immersed myself in Technology over the years is that rarely is there only one solution. The trick is to find the one that works for you. For example, maybe moving or sharing a document with another computer is easier by email, or OwnCloud, or USB drive. I've even shared photos to my Facebook page or blog from one device, then downloaded them on another and deleted them from the page. Clunky, but it's quick and easy. It's rather like mapping a destination-- rarely is there only one way to get there.

Thank you as always for your feedback and suggestions for updates. I do try to be relevant and brief, and at the very least not obnoxious. My December calendar still has lots of room if you want me to come

spend some time in your class or school, just let me know and I will be there--given that it's getting close to Christmas, perhaps even with bells on.

Virtually yours,

Lisa

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***Lisa Read***

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