

Q & A

Q: Who is not eligible for devices?

A: Everyone majoring in Pro-Flight and UAS under School of Aviation and Transportation Technology is eligible.

Q: What to bring to pick up?

A: Student ID, Apple ID, and signed User Agreement

Q: Are there training Opportunities?

A: Yes, during the distribution, we will be providing a breakout session to teach you features that will help you start out on the right foot.

You may also register for Apple Teacher (free). Which is a free professional learning program designed to support and celebrate educators using Apple products for teaching and learning.

<https://www.apple.com/education/apple-teacher/>

Q: What is the best Wi-Fi to use on campus when downloading apps?

A: PAL – Recreational is the best source.

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Q: Who do I contact if I am having hardware issues?

A: The iPads include AppleCare and they will be able to assist you.

<https://www.apple.com/support/products/ipad.html>

Q: Who do I contact if I am having Purdue related technical issues?

A: Create an ECN trouble report and mention in the narrative your iPad is apart of the EPB incentive.

Q: Am I able to personalize my case?

A: Yes, these are yours to keep and will not be required to turn them back in.

Q: What happens if I transfer out of SATT?

A: You will need to return your device in.

Q: What should I do if I share an Apple ID with a family member?

A: You will need to create an new Apple ID.