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**Dear CPS K-8 Families:**

We have an update regarding student iPads and internet connectivity.

The company we use for to help iPads connect to the Internet made some updates on Friday, September 4. That has caused some additional issues with connecting to the Internet. Our technology team has worked over the last 24 hours to determine a fix.

If you are still unable to connect to the Internet after following the update steps sent Sunday, please follow the steps in this video to reset your student's device. Once you have completed this process, you will be able to connect to the Internet.

**How to reset your student's device:** <https://youtu.be/Fqcl6-aFHA8>

Once connected to the Internet, students can access the apps they need through the self-service app on the device or by logging in to the **student portal**. Schoology courses will be available Tuesday morning.

**The district will have technicians available tonight, Monday, Sept. 7, at the school district administration building from 4 p.m. to 7:30 p.m. for those who need assistance. The building is located at 1818 W. Worley Street.**

Technicians will be available to help during the following times:

- Tuesday, September 8 – Friday, September 11
  - 7:30 AM – 4 PM
  - ALL middle schools - front entrance of the building
- Tuesday, September 8 – Thursday, September 10
  - 4 PM – 7 PM
  - School district administration building - front entrance of the building (1818 West Worley Street)

Personnel will also be available at each of the elementary schools tomorrow, Tuesday, September 8, to provide assistance.

Students can also call 573-214-3334 for assistance or contact their school if they are unable to make it to one of the locations for technology help.

Thank you for your patience while we worked to resolve the issue.

Columbia Public Schools  
1818 W. Worley Street  
Columbia, MO 65203

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**Dear 9-12 Families:**

We have reports of two minor issues with student laptops.

Below are the solutions to each of the issues:

“Proxy” message: Appears on some laptops. Restart the device and the pop-up message will go away.

“Microsoft” license message: Close the message. It is a notification that will go away the next time the device connects to CPS WiFi. It does not impact how the laptop will work.

Schoology courses will be available Tuesday morning.

**The district will have technicians available tonight, Monday, Sept. 7, at the school district administration building from 4 p.m. to 7:30 p.m. for those that need assistance. The building is located at 1818 W. Worley Street.**

Technicians will be available to help during the following times:

- Tuesday, September 8 – Friday, September 11
  - 7:30 AM – 4 PM
  - ALL middle schools - front entrance of the building
- Tuesday, September 8 – Thursday, September 10
  - 4 PM – 7 PM
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Students can also call 573-214-3334 for assistance or contact their school if they are unable to make it to one of the technology help locations.

Looking forward to our return to instruction tomorrow, Tuesday, Sept. 8.

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