**Mobile Mentors**

**Mobile Mentors** are students that offer demonstrations and tips for using mobile devices for learning and studying. Mentors are versed in a variety of mobile applications that help support our learning needs. They frequently are out in classrooms working with faculty and students.

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**Frequently Asked Questions**

**Will I be able to keep my iPad over the summer and vacation breaks?** Yes, your iPad is yours to use whenever and wherever you go.

**What happens if something goes wrong with my iPad over the breaks?** Call, email, or visit the Mack Tech Bar, located on the 1st floor of McQuade and we will work with you on the logistics of the repair.

**What happens if I leave Merrimack College?** The iPads are purchased and are the property of Merrimack College until the student completes four semesters (not including summer terms). If you leave prior to this, you must return the iPad, or be billed for it.

**What if I break my screen or damage my iPad?** Bring your iPad to the Mack Tech Bar, located on the 1st floor of McQuade. The Mack Tech Bar will handle the logistics of the repair through Apple Care. The iPad comes with the AppleCare + warranty, which covers hardware repair through Apple’s limited warranty including telephone support by Apple. This warranty begins two years from the original purchase date and also includes up to two incidents of accidental damage coverage, each subject to a $49 service fee.

**What if my iPad is lost or stolen?** Lost or stolen iPads should be reported immediately to Campus Police. Never confront a suspected thief. Incidents of theft will be dealt with on a case-by-case basis. Contact the Mack Tech Bar to receive a loaner iPad for up to 30 days. Ultimately, the student assumes all risks of loss of the equipment.

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**Digital Learning at Merrimack**

Mobile Merrimack brings 24/7 anytime, anywhere learning to the entire Merrimack community and enhances the overall student experience through:

- Promoting collaboration
- Advancing workplace skills
- Fostering sustainable practices
- Reducing education costs

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**NEED ASSISTANCE?**

**Technology**

Email: askit@merrimack.edu  
Call: 978-837-3500  
Visit: The Mack Tech Bar, McQuade Library, 1st floor

**Training**

Center for Excellence in Teaching & Learning  
Email: cetl@merrimack.edu  
Call: (978) 837-5746
Apple ID and Applications

All students are required to create their own Apple ID if they do not already have one.

The Apple ID gives you access to a variety of Apple services, including the iTunes Store, Apple Online Store, and the App Store.

If you are setting up your Apple ID for the first time, we suggest using a personal email (not your @merrimack.edu email). You should also have a credit card registered or redeem a valid iTunes gift card to ensure that you will be able to purchase apps that may be required for your courses. You will use your Apple ID to purchase and manage all apps and other related content on your iPad. The apps are yours and will follow you on all your iOS devices.

Setting Up Your Apple ID

Review the following three scenarios and follow the appropriate steps based on your situation:

**SCENARIO 1**

You already have an Apple ID that is your own (not shared with anyone, including family members) and you know both the Apple ID and associated password:

You are all set! You can get started with setting up your iPad.

**SCENARIO 2**

You already have an Apple ID that is your own (not shared with anyone, including family members) and know the Apple ID, but you don't remember the associated password:

2. Click on the “Forgot Apple ID or password?” link.
3. Enter your Apple ID, and reset your password by selecting the appropriate authentication method.

**SCENARIO 3**

You are certain that you have never created an Apple ID or have one that is shared with others:

2. Click the “Create Your Apple ID” button and complete the form.
3. Take a screen shot of the form to help you remember your security questions.
4. You will be required to enter credit card or iTunes gift card information when you download and buy your first iOS app.

Setting Up Your iPad

1. Power your iPad on
2. Connect to the MCStudent Wifi Network using the MCSTUDENT password: GoWarriors2020
3. Enable Location Services
4. Select “Setup new iPad”
5. Sign in with your Apple ID
6. Accept Terms and Conditions
7. Create a passcode and set up Touch ID
8. Select “Automatically Send Diagnostics”
9. Tap Get Started

Setting Up Your Email

1. Download Gmail App
2. Log in with your Merrimack Credentials
3. Drag the Gmail icon to your iPad’s dock (on the first screen)

Installing Apps

1. Tap on the App Store Icon
2. Search for the app you want
3. Tap on “Get”
4. Tap on “Install”

Recommended Apps:
- Rave Guardian
- Apple Apps (Keynote, Numbers, Pages, Books)
- Google Suite of Apps (Drive, Gmail, Calendar)
- Chrome Browser
- BrowZine
- Chronicle of Higher Education App
- Quizlet
- ExplainEverything EDU
- Notability($8.99)

Recommended Book:
- iPad Starter Guide for Students