THE COLESHILL SCHOOL

An 11-19 Business and Enterprise Academy

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Dear Parents and Carers

We hope you are well. We are writing to inform you that on Thursday, 28th November, we will be pushing an update to iOS 18 on all student iPads. This update will take place after school to give students three days to accept and install the update, with the expectation that it will be completed by Sunday, 1st December.

In order for the update to install successfully, students must actively accept the update on their device. It cannot be forced, so it is important that they complete this step promptly. To ensure a smooth update process, please review the following recommendations with your child:

Device Requirements for the iOS 18 Update

Internet Connection: The device will need to be connected to the internet to download and verify the update.

Storage Space: There must be enough available storage to download and uncompress the software update.

Charging Requirements:

• The device needs to be charged to more than 50% and not plugged in to install the update.

• If the device is charged to over 20% and plugged in, the update will install.

• If the device is below 20% charge, the update will begin downloading but will not start installing until the charge exceeds 20%. Once over 20%, the device may need to be unplugged and plugged back in to proceed with the update.

We encourage you to ensure that your child's iPad is ready in advance of the update, helping to avoid any potential disruptions.

Additionally, please support your child to be logged in to the below accounts so that they are able to access materials to support their learning.

Platform Log-In Information
- Classcharts: Students need their access code and date of birth. They can get their access code from their form tutor if they have lost it but we do encourage for this to be recorded in the Notes app on their iPad.

- Seneca, Showbie and Bedrock: Students should log in using the Microsoft button with their school email address and password.

Please note that if an iPad is undergoing repair, then students can still access these platforms through the internet or by using alternative devices.

Thank you for your support in ensuring the update is successfully installed on your child's device. Should you have any questions or concerns, please do not hesitate to contact us.

Kind Regards

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