



Principal: Ms Maura Murphy
Deputy Principal: Mr Brian Thompson
Deputy Principal: Mr Cyril Mulligan

30 Sep 2022

Dear Parents/Guardians of TY and 5th year students,

This is a very URGENT message in relation to renewal of your sons iPad licence.

Background

When each student first purchased their iPad Bundle in 1st year, three-year Support and three-year Management was included. This management licensing is required to safely and securely “lock down” the iPad and support the device for essential maintenance. This licence was now due for renewal by **October 5th**.

Please note if your licence is not renewed before October 5th 2022 your son’s iPad will no longer be supported by Wriggle and he will not be permitted to use an unmanaged device in school. We will also be unable to provide any technical support going forward.

Possible consequences of licences and support expiring

It can be hugely disruptive if the licence on a device is allowed to expire. In the event that it does expire, **the following can happen:**

1. All Apps will de-activate and data/content will delete
2. eBooks will disappear along with Publisher Apps deactivating
3. School Wi-Fi Codes will delete, requiring manual input by teachers, or sharing of codes with students
4. A full reset of iPads will be required which will involve the iPad being sent away to Wriggle
7. We will be unable to support any iPad technical issues

Note: The licence cannot just be ‘switched back on’. To reinstall the software, the device must be returned to Wriggle, erased and set up again as if it were a new device. The device must remain with Wriggle for 30 days to ensure the profile is fixed on the device and an **additional cost on you will be incurred.**

Costs

Ensuring that students are not impacted requires the purchase of new licenses. This purchase will include a renewal of support services also, full details of which are listed below. The cost of renewal is as follows:

1. €99 where 3-year licensing and support is required (i.e. those students who entered TY in Sep 2022)
2. €66 where 2-year licensing and support is required (i.e. those students who entered 5th Year in Sep 2022)
3. €33 where 1-year licensing and support is required (i.e. those students entered 6th Year in Sep 2022)

To renew your licence

1. Visit <https://www.wriggle.ie/OnlineStoreLogin> and enter store code **02742671**
2. Parents/guardians then need to watch a 2-minute video which comes up on your screen 'Wriggle New Store Journey' – it tells you what is included and how to order.
3. When the video is finished, you will see "*Choose Bundle & Order Now*". Click on it and select the year group bundle you require.
4. Select continue using my device and add to cart. Go to section 3 - **Services, Support and Wriggle Connect**. The services boxes will be pre clicked for you.
5. Proceed to final section and enter details for payment

Kind regards,

Geoff Brennan

IT/iPad Coordinator

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