



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

20 May, 2024

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

This is an 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 **May 27th 2024**.

Please note if your licence is not renewed 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.

Consequences of licences and support expiring

It can be hugely disruptive if the licence on a device is allowed to expire. If it does expire, **the following will 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:

€66 for Senior Cycle licensing and support

To renew your licence

1. Visit <https://www.wriggle.ie/OnlineStoreLogin> and enter store code **02742671**
2. Create an account or log in
3. Go to Wriggle Student Store
4. Select the licencing and add to basket
5. Proceed to payment

Kind regards,

Geoff Brennan

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