



## Mere Green Primary School

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Head Teacher: Kristal Brookes

'Making a Difference'

21<sup>st</sup> November 2024

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. 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,  
Lucia Wilder  
Acting Headteacher

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