

iPad Troubleshooting

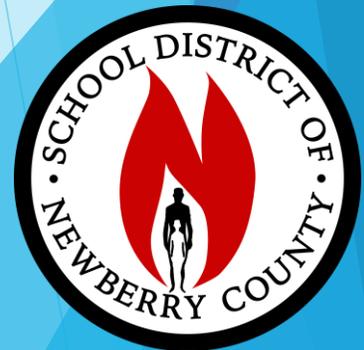
Fixes to basic iPad issues

▶ Connecting to Wi-Fi/Wi-Fi issues

- ▶ From your Home screen, go to Settings > Wi-Fi
- ▶ Turn on Wi-Fi, your device will automatically search for available networks
- ▶ Select the name of the Wi-Fi network you want to join, enter in password if required
- ▶ After you join a network, you'll see ✓ next to the network and  in the upper-left corner of your display
- ▶ If you are having issues with connectivity, you can turn Wi-Fi off and back on again to reconnect

▶ Downloading Apps

- ▶ We have locked the App store to maintain that the iPads are used for educational purposes only
- ▶ Required apps are preinstalled on all district iPads
- ▶ The Self Service app is full of district approved apps that students can download directly; if you are missing an app you need for a class please check the Self Service app, it should be in there to download.
- ▶ The Self Service App will look like this – 
- ▶ Certain features on the iPad have been disabled, such as deleting apps or moving them around on the home screen



▶ iPad shows incorrect time

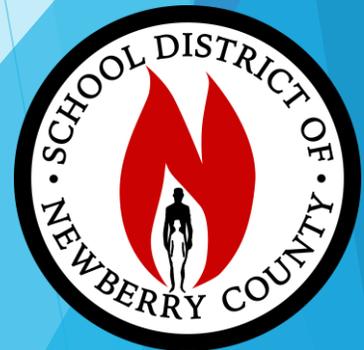
- ▶ Go to settings > Privacy > Location services
- ▶ Make sure that Location Services are turned on
- ▶ Once turned on, the time should automatically be set to the correct time

▶ Updating the iPad

- ▶ iPads require updates on a regular basis. This is to fix bugs, add features, and help the iPad to run smoothly
- ▶ To update the iPad, first connect it to power and make sure it is connected to Wi-Fi
- ▶ Then go to Settings > General > Software Update
- ▶ To install the update, tap “Install update”. The iPad will begin to download and install the update. It will restart after it is finished to complete the update

▶ If an App is slow, or freezes

- ▶ Sometimes if an app is left open in the background for too long it will not work properly when you bring it back up
- ▶ On an iPad with iOS 12 or later, from the Home screen, swipe up from the bottom of the screen and pause slightly in the middle of the screen
- ▶ Swipe right or left to find the app you want to close
- ▶ Swipe up on the app’s preview to close the app



▶ **General iPad issues/slowness - how to restart**

- ▶ The best way to fix most issues with your iPad is to restart it
- ▶ To restart the iPad Press and hold either the volume up or volume down button and the top button until the power off slider appears
- ▶ Drag the slider, wait 30 seconds for your device to turn off
- ▶ To turn your device back on, press and hold the top button until you see the Apple logo

▶ **How to restart If your iPad has a home button**

- ▶ Press and hold the top power button until the power off slider appears
- ▶ Drag the slider, then wait for 30 seconds for your device to turn off
- ▶ To turn your device back on, press and hold the top button until you see the Apple logo

▶ **Other issues you may have**

- ▶ If you are missing required apps and it is not in the Self Service app or will not install please let your teacher know or contact our virtual helpdesk
- ▶ If your iPad is damaged in any way from a broken screen, broken buttons, wont turn on or charge, or any other physical issues please let your teacher know
- ▶ If you are having any other iPad issues not listed, above please contact your teacher or our virtual helpdesk so we may assist you
- ▶ Our virtual helpdesk email is virtualhelpdesk@newberry.k12.sc.us

