<div align="center">**iPad Trouble-Shooting Tips for Home**
Updated March 25, 2020</div>

1. **Turn off the iPad and Turn it back on again.**
   - Power down iPad by holding On/Off button until "slide power off" appears.
   - Slide button from left to right to power down.
   - Press the power button to turn on the iPad.

2. **Check WiFi Connection - Join WiFi Network**
   - Check WiFi signal strength in top left-hand corner or top right-hand corner. The more bars the stronger the signal.
   - Tap Settings>WiFi. If WiFi is turned off, turn it on by tapping the on/off icon.
   - Available WiFi Networks appear under "Choose a Network"
   - Locate and tap the WiFi network you want to join. Follow the prompts.

3. **No WiFi Connection**
   - Check WiFi signal strength in top left-hand corner. The more bars the stronger the signal.
   - Tap settings>WiFi and turn Wi-Fi off and then on again.
   - Verify that you are in range of wireless access point.
   - Tap Settings> WiFi> DSD Wireless
   - Tap the blue "i" in the blue circle then Tap> Forget this Network (in blue type).
   - Click back, blue arrow> and login into network using your Encore user name & password. If it is a student iPad, make sure a student username and PIN is used.
   - If you are still unable to access internet, restart your iPad.
   - Hold the On/Off button until "slide power off" appears. Slide button from left to right to turn off your device. When it is off, hold down the On/Off button to turn it back on.
   - If WiFi is asking for a password only and not a username, Forget the Network and reconnect (5th bullet in this section).

4. **Clever, Waterford, Dreambox**
   - Close apps which are open by double-clicking on home button & sliding open apps in upward position to close. Have students close all open apps every time they put away the iPad.
   - **Close all open tabs in Safari**
     - Open up Safari.
     - Long press on the "Tabs" icon denoted by two squares. On iPhones, it's at the bottom of the browser in portrait mode or at the top in landscape mode. On the iPad, it's at the top.
   - Select Close All Tabs. If there is a choice to close all tabs every 1 day, have them select that choice.

5. **McGraw-Hill and Edmentum**
   - Turn off the Pop-up Blocker. We notice this most on McGraw-Hill.
     - i. Settings> Safari (scroll down until you find it on left)> In the General section on the right> Block pop-ups (turn off - should be grey).
   - **EDMENTUM ALSO NEEDS**
     - i. Clear the History and Website Data (cache).
       1. Settings> Safari> scroll on the right to below the Privacy and Security Section> TAP CLEAR HISTORY AND WEBSITE DATA. Tap Clear.
     - ii. Turn off Request Desktop Website (stopped the Edmentum lock up and sound issues).
       1. Settings> Safari> Settings for Websites section on right, Tap Request Desktop Website> All Websites> Turn off (should be grey).

6. **Web page will not connect**
   - Is the Wifi connected? See #2.
   - Is the iPad in Airplane Mode? Swipe down at the % charged in the upper right corner of the iPad. Make sure the Airplane icon is OFF, WiFi is ON

7. **Screen is Black**
   - Power down iPad by holding On/Off button until "slide power off" appears. Slide button from left to right to power down.
   - Make sure your iPad is sufficiently charged.

8. **Perform a hard restart:**
   - Hold down the home and on/off buttons at the same time.
   - Continue holding the buttons even after the slider appears on the screen. The screen will eventually go black.
   - When the Apple logo appears, let go of the buttons and let the iPad start up like normal.