

# iPad Troubleshooting Guide

Students can file a tech ticket by using the Tech Support app on their iPad or by sending an email to [support@sbunified.org](mailto:support@sbunified.org) from their @my.sbunified.org email address.

<b><u>Problem</u></b>	<b><u>Possible Solution</u></b>
iOS Software Update	1. Update iOS software by going to Settings > General > Software Update > Download and Install
Password	1. Reset your Universal Password 2. Go to the Password Portal at <a href="https://password.sbunified.org">https://password.sbunified.org</a>
Cannot Connect to Wi-Fi	1. Forget the SBUnified-NET wireless network by clicking the “i” on the right of the network name 2. Reconnect to the SBUnified-NET wireless network 3. Enter your 6 Digit Student ID Number for the Username 4. Enter your Universal Password under Password
Need to Download Apps	1. Go to the “Self Service” App to download additional applications
iPad Will Not Charge	1. Remove keyboard and cover. Watch example here: <a href="https://www.youtube.com/watch?v=xPNOqnE1W-k">https://www.youtube.com/watch?v=xPNOqnE1W-k</a> 2. Update iOS software
Missing Apps	1. Update iOS software
Keyboard Not Working	1. Detach the keyboard and reattach 2. Update iOS software
Damaged, Lost, or Stolen iPad	1. Immediately notify SB Unified ETS by sending an email from your @my.sbunified.org email address to <a href="mailto:support@sbunified.org">support@sbunified.org</a> or call (805) 963-4338 ext. 4357