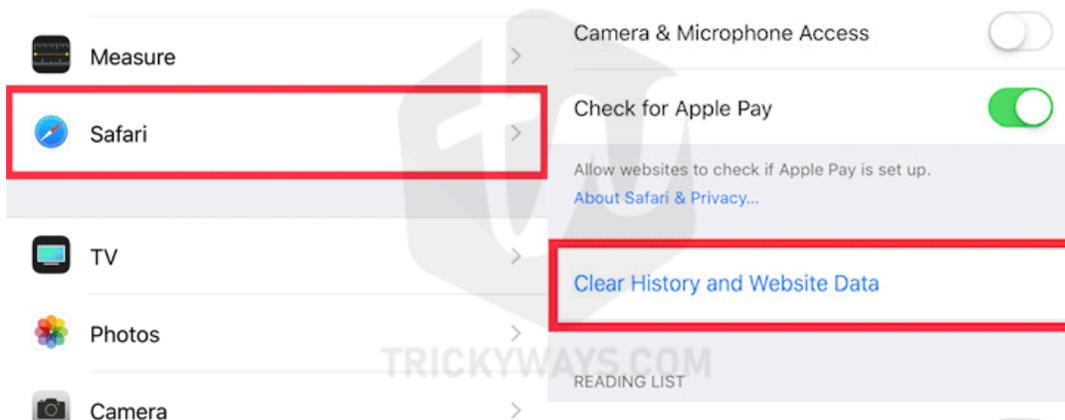


iPad Troubleshooting

1. Make sure they are connected to Wi-Fi. If not have them connect.
2. If Wi-Fi is connected, then please have them restart their router.
3. Ask if their Wi-Fi is filtered. If so, they may need to change to accept email addresses because that is how our student programs run.
4. Turn off the popup blocker. Go to settings on the iPad (looks like a gear). Scroll down to find Safari (the compass) look for "Block pop-ups" turn off the toggle to allow pop-ups. It will be grey to show it is off. In Chrome, click the chrome app in the top right corner there are three dots, click those three dots a menu will open tap content settings look for "Block Pop-ups" and turn it off.
5. Clear the active apps out. Double-click on the home button and then swipe up on all open apps.
6. Close the browser tabs. First, 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".
7. Clear the cache. Open Settings. Scroll down and tap Safari. Scroll down again and tap Clear History and Website Data, tap it once again to confirm.



8. If it's only one app that isn't working (McGraw Hill, Imagine Learning, etc...) and it's worked before, but not today, it's likely that their server is down.
9. If McGraw Hill is not working it may be because in newer versions of Safari, there is a default privacy setting that may prevent the launch of courseware resources in McGraw-Hill products. For now, to prevent these issues, access the Safari menu, select Preferences from the drop-down, and then select the Privacy option. Uncheck the box next to Prevent cross-

site tracking and close out of the window. McGraw-Hill is aware of this issue and is working to deploy changes to our products that will ensure customer impact is minimized.

10. Update the iOS. Go into settings, down to general, on the right you'll see "Software Update", go in there. It will check for an update and if one is available please download and install it. You will need to either have it plugged in or battery at least at 50% to do this.
11. If none of these help you, we will reset your iPad and give you a fresh start. This will take about 30 minutes.