

How to Restore Your iPad with iTunes & Set It Back Up

If you have a disabled iPad or have forgotten the Passcode, follow the instructions below to Restore your iPad.

Follow up with instructions on How to Set Up a TSD iPad at: <https://www.troy.k12.mi.us/techhelp>

If you are unable to restore after following these steps, please call the **Technology Help Desk (248) 823-5092**.



Step 1

Make sure you have connected your iPad to a computer and the iPad. **Hold the Power Button** and the **Home Button** down at the same time until the **Power Recovery Screen** appears (it will display a computer and a power cable).



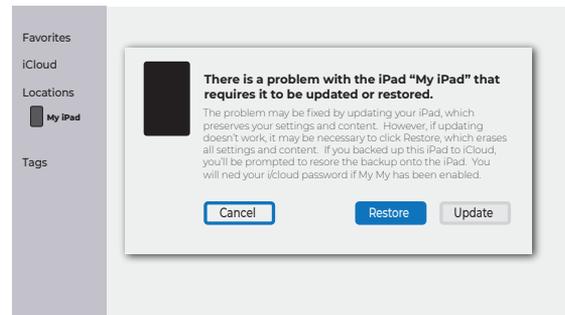
Step 2

Download iTunes, if you do not have it installed on the computer. Need iTunes?

Go to: <https://support.apple.com/downloads/itunes>

Step 3

Find the iPad listed on the left-side menu and click on it, if the option to Restore or Update does not appear. **Choose Restore.** iTunes will download software for your iPad. Wait for the process to finish to set up your iPad again.



iPad Set Up Instructions

Detailed, picture instructions can be found at: <https://www.troy.k12.mi.us/techhelp>

Technology Support contact: (248) 823-5092 or helpdesk@troy.k12.mi.us

- ① Press home button from the **Hello** screen.
- ② Select Language: **English**
- ③ Select Country: **United States**
- ④ Quick Start: Click **Set Up Manually** (some iOS versions do not have this step - move to next step)
- ⑤ Choose your **Home Wifi** network and enter the **Password**; Click **Join** (top right corner, if prompted)
- ⑥ Apps & Data: Click **Set Up as New iPad** (some iOS versions have **Don't Transfer Apps & Data**)
- ⑦ Remote Management: Click **Next** (top right corner); then enter the student ****Username & Password**; Click **Next** (top right)
- ⑧ Keep Your iPad Up to Date: Click **Continue**
- ⑨ Location Services: Click **Enable Location Services**
- ⑩ Appearance: Choose Light or Dark & Screen Time - Click **Continue** for both (some iOS versions do not have this step)



Click the **App Portal**, once it has installed. Click **CLOSE** in the top right corner (**Do Not Click JOIN**)



K-6th Grade Students: If you don't know the student's **Username & Password**, it can be found in the PowerSchool Parent Portal. Log in at: <https://ps.troy.k12.mi.us/public>



Set-up Student Email Account on iPad:

- ① Click on the Mail App
- ② Select Exchange from the options
- ③ Type your email address (*Description auto fills*)
- ④ Click Next (top right corner); Click Sign in
- ⑤ Log in with your student Password
- ⑥ Click Accept and Save (right top corner)



Students have an **Apple ID** that is managed by the district: **Sign in with Student Email and Password**