

HOW TO ROLL BACK TO IOS 13+ AND REMOVE IOS 14 ON THE IPAD

This will ERASE and RESTORE your iPad

1. **Back up all files**, videos, and photos that you want to keep to iCloud, OneDrive, Email or connecting to computer
2. Install **iTunes** (for Windows), **Update Mac** to current system (select System Preferences > Software Update)
3. Connect the iPad to your computer with using the lightning/USB cable
4. Hold the **Power Button and Home Button** down together on the iPad until you see the **Recovery Mode Screen** (the screen will go black and the cable pointing toward the computer will appear on the screen)
5. Your computer will prompt you to let you know that it has detected the device and ask you to **RESTORE** or RESTORE AND UPDATE. Click **RESTORE** (if you do not get the prompt, open **iTunes** (Windows) and select the iPad from the left-side Locations menu or open **Finder** (MacBook)) and select your device. Click **RESTORE**, after selecting your device.
6. Allow iTunes or the Mac to process the restore. Once complete, detach the cable from the iPad.
7. Check that the iPad is back on iOS 13+
8. **Settings > General > Software Update**

If you do not have the capability to do this at home or do not feel comfortable, please contact the Help Desk to make an appointment to come in and have it restored. (248) 823-5092 or

helpdesk@troy.k12.mi.us

