

Basic Troubleshooting for your iPad

- **Reboot your device.**
 1. Begin by pressing the wake/sleep (on/off) for about 5 seconds. The wake/sleep button is the one on the top right corner of the iPad.
 2. When a red slider appears you can slide it to the right to turn the iPad off.
 3. When the iPad's screen goes completely dark the iPad is off.
 4. Restart the iPad by holding down the wake/sleep button until the Apple icon appears on screen.
- **Check your internet connection.**
 1. Go to Settings -> Wifi
 2. Turn the Wifi setting off and then turn it back on again.
 3. If Wifi does not automatically connect, select the desired network from the list of available networks to try again.
- **Quit the app and relaunch.**
 1. Double click the home button.
 2. Locate the troublesome app in the list.
 3. Place your finger on the app and swipe up.
 4. Press the home button a single time, then relaunch the app.
- **Check for updates.**
 1. Open Settings.
 2. Select General from left-hand menu.
 3. Select Software Update.
 4. Device will check for updates and prompt you to install the latest available.
- **Cancel or delete apps that are stuck**
 1. Search your iPad's home screens for any icons that are greyed out, or display "Loading" in place of a name.
 2. Try to cancel or delete the offending app
 3. Retry installation of your original app. All available apps can be found in the Self Service app.

If you are unable to log in to one of your accounts, please contact your teacher. Your teacher can request a password reset with the IT Help Desk.