



iPad Quick Troubleshooting Guide

August 2022

- **Has the student authenticated to Lightspeed today?**
 - This is needed for anything that needs an Internet connection. This can now be done by either going to a new website or by clicking on the NACS Network Login Web Clip
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- **Is the network account locked? Waiting over fifteen minutes—without trying to authenticate to Lightspeed—should unlock account.**
 - If a student is unable to sign into the Lightspeed authentication page, he may be locked out of his network account (the iPad error actually says wrong username or password). If waiting the fifteen minutes does not work, tech support may need to unlock the account.
 - **Are too many apps open? Double-click Home button, swipe-up unneeded apps.**
 - This can affect anything from a sluggish device to Apple TV mirroring issues.
 - **Clear out browser temporary Internet files:**
 - **SAFARI: Settings → Safari → “Clear History and Website Data” (iOS 12).**
 - **CHROME: Open App → 3 dots upper right → History → Clear Browsing Data (2x)**
 - **Also, how many tabs are open? “X” out any opened tabs daily**
 - Many times this has not been done in months; this can slow things down and can keep the Lightspeed Authentication page from opening.
 - **SAFARI-Is it in PRIVATE BROWSING MODE?**
 - To check, open Safari and click the double boxes to see all sites open. Top right is a PRIVATE button. Is it on? To turn off, simply click it. Having this on will affect the ability to use websites.
 - **Has the student powered down the device recently? Press and hold the Power button until “Slide to Power off” appears...then slide to power device down.**
 - This helps to keep the device’s memory refreshed, which helps it to run more smoothly.
 - **Has the iPad turned off, and will not come back on? Try hard-resetting it by pressing the Power and Home Buttons at the same time for 10 -15 seconds...when the Apple logo appears, the iPad is restarting and buttons can be released**
 - If the device has not been turned off for a while, it can bogged down and this help to refresh it. If it still does not turn back on, see Tech Support—the backlight may need replaced.
 - **Is the Date\Time correct? Settings → General: Date & Time**
 - Anything needing secure connection can be affected by this
 - Students will purposely change these settings to be able to play trial games, etc...
 - **Try a different browser: Chrome seems to work well**
 - Apple’s Safari can be temperamental. Using a different browser can make a difference—Chrome can have its own issues.
 - **Canvas site is: <https://nadams.instructure.com>**
 - **Log out of the app and website daily.** This need refreshed to be able to submit assignments and so other features are functioning.



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- PowerSchool: <https://powerschool.nadams.k12.in.us>