iPad Troubleshooting Tips:

Here are some troubleshooting tips to use if you run into difficulties or glitches while using your iPad:

1. Restart your iPad. iPads need to be restarted occasionally to freshen them up.
   Hold the power button down and swipe prompt on screen to shutdown.
   Then hold the power button again to start back up.

2. Do an iPad reset. This is similar to shutting down and starting again but may correct other issues that a regular restart won't. This will not erase any data on your iPad
   While the iPad is on, hold the power button and Home button at the same time for about 5-10 seconds until you see the white Apple logo appear. Then let it start back up.

3. Swipe and close all other apps that you are not currently using. Some apps like Google Classroom, require more memory resources than other apps. Help those apps run smoothly by double tapping the home button and swipe and close those other apps.

4. Having issues with a website on an iPad? Clear the History. iPads are made to run apps but you also use Safari and Chrome to browse the web and login into websites you use in class. Sometimes the websites you use can start having issues with logging in, pages displaying incorrectly, etc. Clearing the history and website data of these browsers will commonly fix these issues.

   Note you should know your login username and passwords for the websites you use in class before you do this.

   For Safari: Go into Settings / Safari / and then on right of the screen scroll down to Clear History and Website Data

   For Chrome: While in Chrome go into the 3 dots in the upper right of screen, select history, select clear browsing data, Then set the Time Range to All Time and select Clear Browsing Data

5. Update your iPad to the latest iOS. This ensures you have the latest version of the software that runs on your iPad. Updating this can fix problems with apps, performance issues, and battery charging problems.
   Go to Settings / General / Software Update. Note you will need to either have at least 50% battery life or be plugged into the charger to update the iPad and can take up to 30+ minutes depending on how fast your iPAd can download the new version

6. Reinstall the App. Reinstalling an app through the Self Service will reinstall and put the latest version of the app on your iPad. You can also completely remove the app by holding down the app icon until it shakes with a white X to uninstall the app and reinstall through Self Service