iPads: Basic Troubleshooting

Basic Troubleshooting Steps

1. Optimal Safari Settings
    a. Allow Popups
    b. Allow Cross-site Tracking
        i. Check the app's settings in the iPad settings for an Allow Cross-site Tracking option, too.
    c. Allow Cookies
2. Clear History & Cache
3. Reset Network Settings
4. Uninstall & Reinstall the App
    a. Remove or delete apps from iPad - Apple Support
    b. Jamf Teacher - Install Apps.pdf
5. Reset and Re-enroll the iPad.
    a. How to factory reset your iPhone, iPad, or iPod touch - Apple Support
    b. Student iPad Setup Directions.pdf

Student Asked to Login Each Time

1. Cookies Blocked (Optimal Safari Settings)
2. Safari in Private Browsing Mode
    a. Turn Private Browsing on or off on your iPad - Apple Support