



# Troubleshooting Your iPad



## What if an app isn't working?

Step 1: Turn the iPad off, wait 10 seconds, turn the iPad back on

Step 2: Try the app

*Still not working? Keep going!*

Step 3: Delete the app (press and hold until the icon wiggles and has an "x" on it, click the "x")

Step 4: Reinstall the app by finding it in Self-Service



## What if I'm having wireless problems?

Step 1: Click the "Settings" icon

Step 2: Choose "Wi-Fi"

Step 3: Be sure that the selected Wi-Fi network chosen in the building you are in.

*Still not working? Keep going to reset your Network Settings!*

Step 4: Click the "Settings" icon

Step 5: Click "General"

Step 6: Click "Reset" (at the bottom of the list)

Step 7: Click "Reset Network Settings"



## What if I forgot my passcode?

DON'T! ...ok, just kidding, we'll be realistic.

Step 1: Students – tell your teacher

Step 2: Teacher – call Faye Will at x1500 and Tech Media will reset the passcode.