


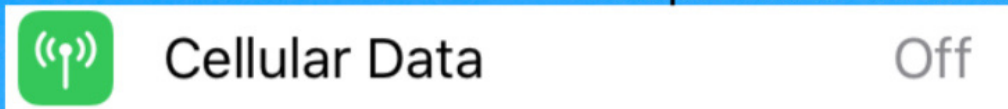
# iPad Troubleshoot Tips

CREATED BY MISS OSEGUEDA TEACHER AT BOLS


## TIPS TO HELP iPad AND APP UPDATES RUN SMOOTHLY

1. Make sure your iPad is connected to your home WiFi

2. Go to Settings to turn off  Cellular Data

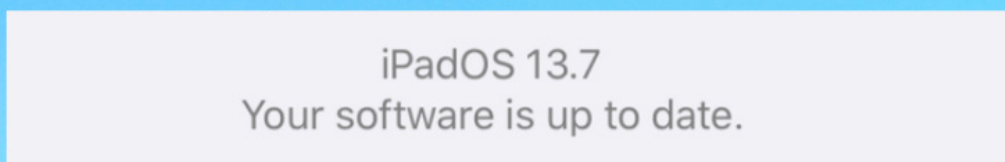


The Settings menu will list it as Off

3. In Settings, go to  General

Select  Software Update

If your iPad is up to date, the screen will look like this:



## iPAD TROUBLESHOOT TIPS

If your iPad is NOT up to date, you'll see an option to

**Download and Install**

Select Download and Install.

You'll be asked to

**Enter your passcode**

The passcode for our school iPad is **3466**

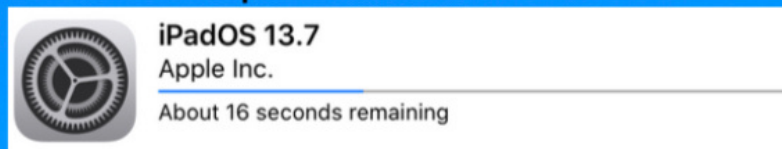
**Update Requested...**

will appear on your screen, but will shortly be replaced by

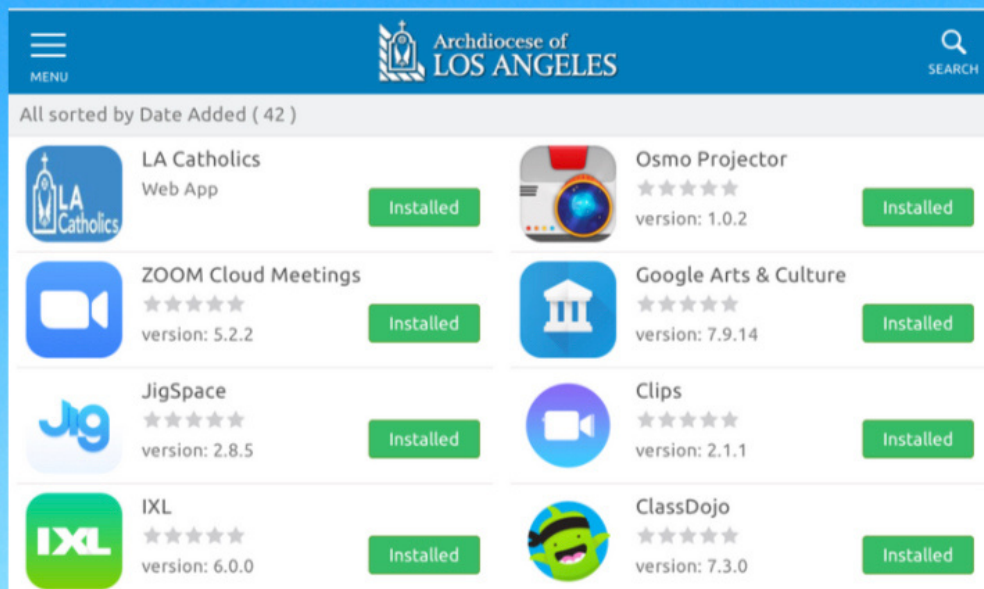
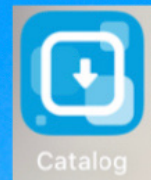
**Downloading...**

You will also see a progress

bar appear at the top of the screen.



4. If your iPad has updated and you are experiencing trouble with a certain app, you'll have to access the Catalog on your iPad's home screen. The app icon is blue with a white square and a downward pointing arrow. Selecting the Catalog icon will open a webpage that lists all the apps within our domain. It'll look something like this:

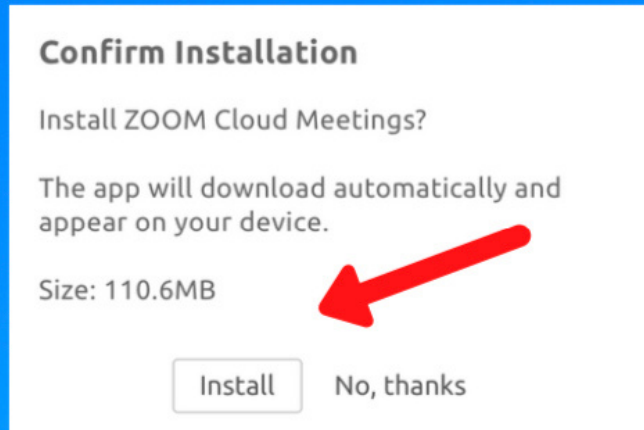


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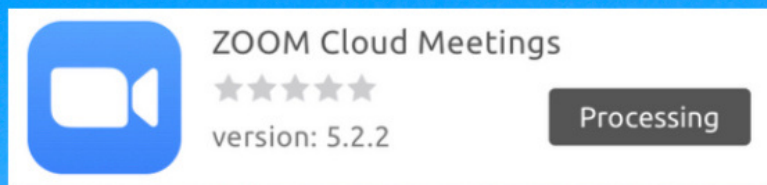
## iPAD TROUBLESHOOT TIPS

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5. You can manually push an update for any app that is listed in the Catalog list. Using Zoom as an example, select the green box that is labeled Installed to push an update. A pop-up will appear to confirm installation.



Select Install. You'll see the box next to the app icon change from Installed to Processing, like so:



If you were to look at the Zoom icon on the iPad home screen, a wheel will be displayed that shows the progress of the installation. Once the app has been updated, the wheel will disappear and the icon will be in full color.



**CONGRATULATIONS! YOUR iPAD AND APP IS UP TO DATE!**



**DO NOT DELETE APPS.  
DO NOT FACTORY RESET OUT SCHOOL iPADS.**