

iPad Troubleshooting Tips/FAQs



Q: Is your device not turning on or unexpectedly turn off?

1. Please ensure that your iPad is being plugged in and charged frequently to avoid this issue.

Q: An app is freezing or not opening currently, what should I do?

1. Double-tap (click twice immediately) on the home button.
2. All of the apps that are currently open will appear.
3. Swipe up on all the apps to close them.
4. After this click on the app you're needing to use and it should work properly.

Q: I cannot find an app that my teacher has asked me to use, what should I do?

1. Press the home button.
2. Put your finger in the middle of the screen (don't touch any apps) and swipe down.
3. A search bar should appear.
4. Type in the name of the app you need.
5. The App should appear below the search bar.
6. Click on the app to open it.

Q: How can I verify that my iPad is up to date?

1. Click on the "Settings" app.
2. On the Menu, click "General," then click "Software Update."
3. Your iPad may say that "Your software is up to date." If it does not say this it may ask you to download and install and update.
4. If this appears plug in your device to charge it and then press the "Download and Install button."