iPad Troubleshooting Guide

General iPad Troubleshooting

Symptom: iPad will not connect to the internet.
- Make sure wifi is turned ON.
- Turn wifi off and back on to reset.
- Close all tabs in Safari.
- Swipe up out of the app.
- Force restart your iPad by pressing both the home and power buttons and maintain this hold until you see the Apple logo on screen. Then release the buttons and the iPad restarts.

Symptom: I am having trouble with an app on my iPad.
- Only one app with issues? Try closing the app by double pressing Home and swiping up on the problem app's preview to close it. Then relaunch that app and see if it works normally.
- Turn your iPad off and on.
- Force restart your iPad by pressing both the home and power buttons and maintain this hold until you see the Apple logo on screen. Then release the buttons and the iPad restarts.

Symptom: A website I am using keeps freezing up/ closing.
- Close all tabs in Safari.
- Swipe out of the app.
- Force restart your iPad by pressing both the home and power button and maintain this hold until you see the Apple logo on screen. Then release the button and the iPad restarts.

Symptom: My iPad is not charging or is slow to charge.
- Check that your Lightning Port on both your iPad and your charger is clean and clear of any debris, lint, or dust.

Logging In

Symptom: My password is not working!
- SLOW DOWN!
- Check username spelling. (ex. kc12345 or kc12345@fpcsk12.org)

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- Retype Password (ex. Wildcats password)

Updating iPad

NEVER update your iPad unless you are instructed to.

Deleting Cookies

- To delete cookies tap settings.

- Find Safari

- Click Clear History and Website Data
- Click Clear.

Safari Settings

- Changing these settings can help with issues in Safari not loading correctly.
  - Block pop-ups- Off
  - Prevent Cross-site tracking- Off
  - Black all cookies- Off

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Settings		Safari

Screen Time

General

Control Center

Display & Brightness

Passcode

Battery

Privacy

iTunes & App Store

Passwords & Accounts

Mail

Contacts

Calendar

Notes

Reminders

Voice Memos

Maps

Safari

Stocks

Music

Safari panel:

3:21 PM Mon Oct 5   📶 10% 🔋

Favorites   Favorites >

Open New Tabs in Background   (on)

Show Favorites Bar   (off)

Show Tab Bar   (on)

Show Icons in Tabs   (off)

Block Pop-ups   (off)

PRIVACY & SECURITY

Prevent Cross-Site Tracking   (off)

Block All Cookies   (off)

Fraudulent Website Warning   (on)

Motion & Orientation Access   (off)

Camera & Microphone Access   (on)

Check for Apple Pay   (on)

Allow websites to check if Apple Pay is enabled and if you have an Apple Card account.
About Safari & Privacy...

Clear History and Website Data

READING LIST

Automatically Save Offline   (off)

Automatically save all Reading List items from iCloud for offline reading.

Advanced   >