

iPad Troubleshooting

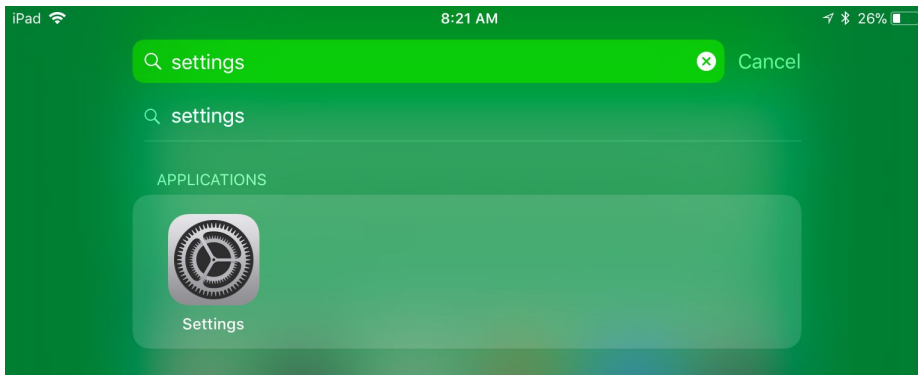
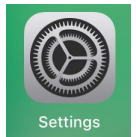
(updated 8-27-20)

These steps help with common problems:

- iPad asking for “Login”
- iPad not downloading apps
- App portal not working
- Safari not on iPad
- iPad won't connect to Wifi

1. Is iPad connected to Wifi?

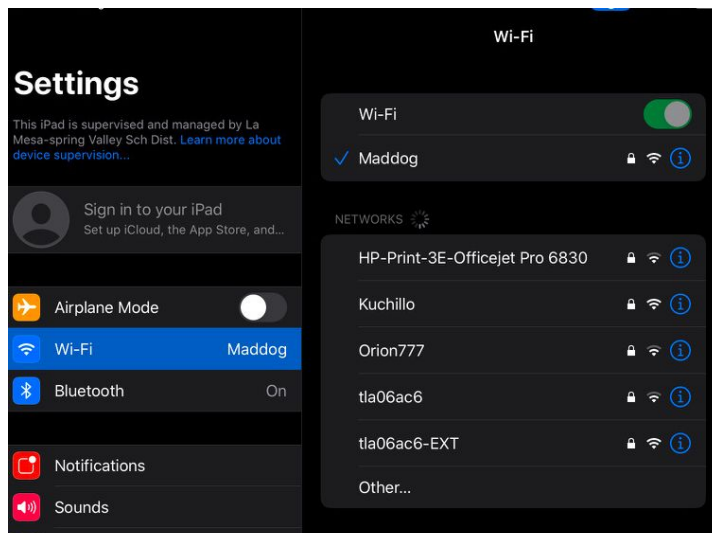
- Click “settings” (over the phone, “a grey icon that looks like a gear”
- Can't find settings? swipe left all the way, type “settings” in search bar

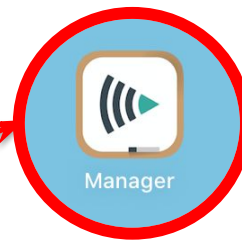
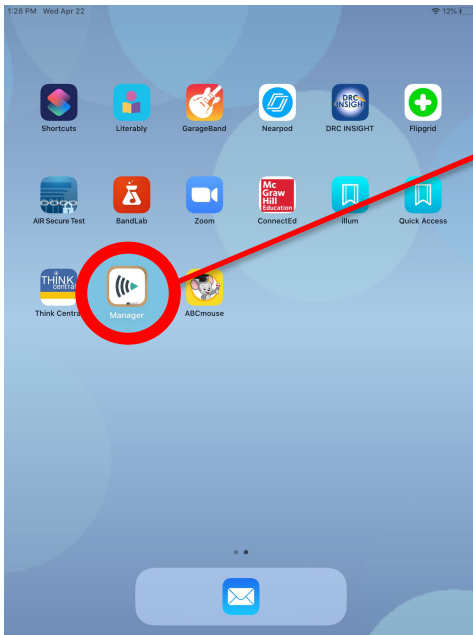


2. Click Wifi on left menu.

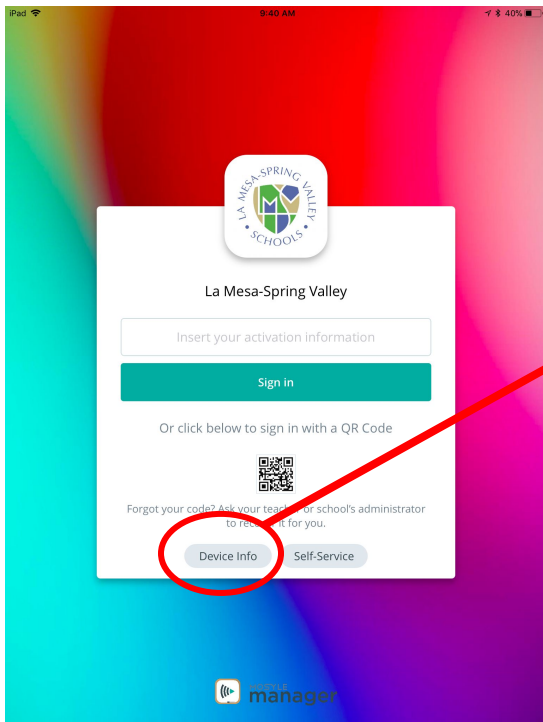
3. Make sure Wifi button is green and connected to your Wifi.

- Find your Wifi in the list if your Wifi is not already connected

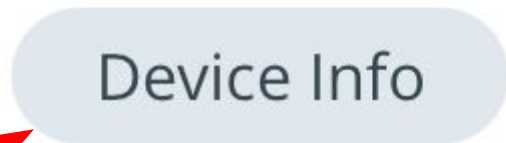




4. Click on the Manager (App Portal) icon*



5. Click on “Device Info” button



***4b. No Manager icon? Turn iPad off and on again:**

- Press top button until “slide to power off” appears.
- Slide to power off.
- Wait 1 minute.
- Press top button until iPad turns on.
- Still no manager? Get barcode, steps onlast page of this guide.

5. Click on the “Force Push” button

Force Push

6. All 3 check-marks must appear



Enroll

ENROLL



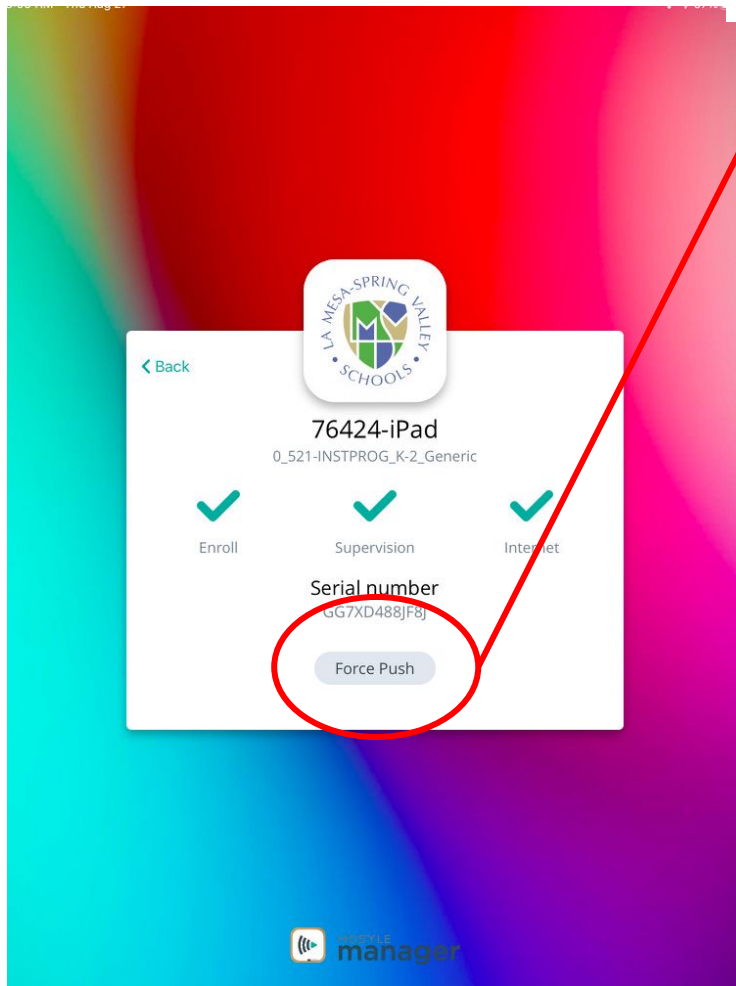
Supervision

SUPERVISION

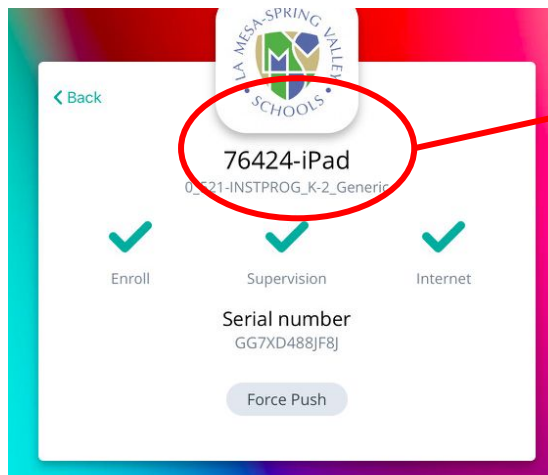


Internet

INTERNET



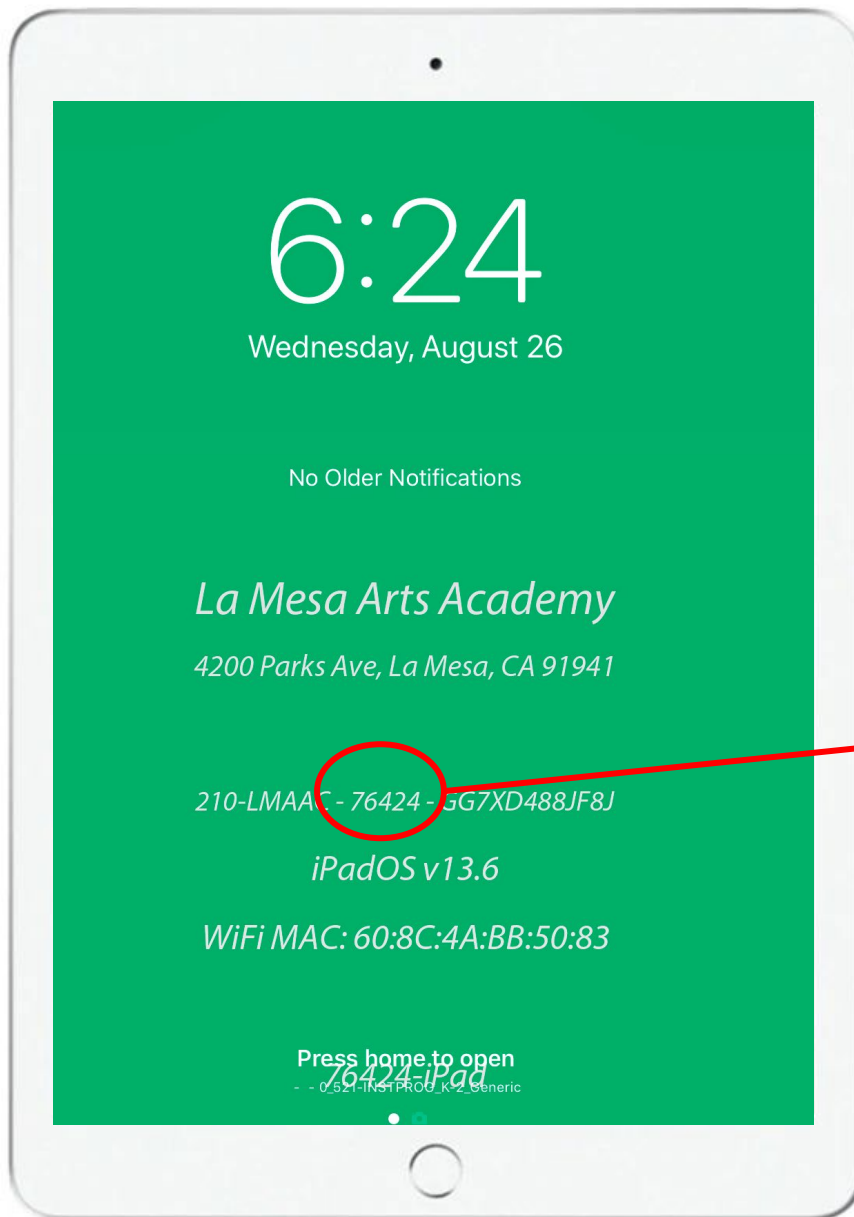
6b. Turn on and off, repeat, get barcode if check-marks do not appear



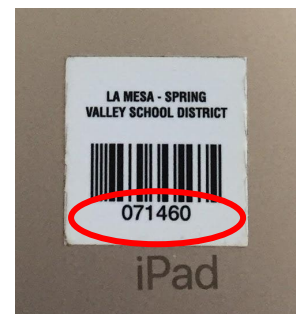
This iPad's barcode is 76424

Where is the barcode if I don't have the Manager App?

1. Slide down on the top of the screen to see the lock screen
2. Barcode is on the bottom of the screen
3. Too hard to read? Look on sticker on back of iPad



Sticker on back



5-digit barcode