

VCS APPLE LEARNING PROGRAM

iPad Support Team
Instruction Technology Services

CHECK NETWORK CONNECTONS

(May help if iPad is running slowly or you see a spinning wheel.)

- 🍏 Look in the upper right corner of the iPad home screen to see if you are connected to WiFi.
- 🍏 If you do not see strong WiFi bars, watch Superhero iSchool Episode 2 for assistance with connecting to WiFi.


REBOOT THE iPad

(May help if iPad is running slowly or the screen keeps freezing.)

- 🍏 Hold the Sleep/Wake button down until you see the slider bar.
- 🍏 Slide the bar to power off the iPad.
- 🍏 Wait 2 or more minutes.
- 🍏 Hold the Sleep/Wake button down until you see the Apple logo.
- 🍏 Release the Sleep/Wake button once Apple logo appears.

DELETE TROUBLESOME APP AND REINSTALL FROM KIOSK

(May help if an app won't open or keeps freezing.)

- 🍏 Hold your finger down on the troublesome app until it begins jiggling.
- 🍏 Tap the X on the app to delete it.
- 🍏 Open the "Self Service" kiosk app. 
- 🍏 Search for and locate the app in the kiosk.
- 🍏 Tap "install" or "reinstall" to place app back on the iPad home screen.

DO A HARD SHUTDOWN

(May help if the other options did not fix the issue.)

- 🍏 Tap and hold both the Sleep/Wake button AND the Home button at the same time.
- 🍏 Release both buttons when the Apple logo appears.