



Basic Troubleshooting Tips

When students come to the library with iPad issues, there are different fixes for different problems, but these are some of the troubleshooting methods/fixes that work the most often for various issues:

- Restart the iPad – Hold the home button and power button at the same time until the white apple appears. Then let go and wait for the iPad to reboot.
- Check date and time – Go into Settings. Go to General. Go to Date and Time. Make sure the Set Automatically is turned on.
- Make sure you have available storage.
- Make sure apps and the software are up to date.
- Internet/Website Issues:
 - Allow pop ups – Go to Settings. Go to Safari. Turn off Block Pop Ups.
 - Turn Wi-Fi off and then back on in settings.
 - Forget the Network. (Tap the lowercase I with the circle around it beside the name of the wi-fi network, then tap Forget Network.)
 - Make sure the iPad isn't connected to a VPN. Delete the VPN if it is.
 - Go to Safari in Settings and clear the Cache.
 - Go to General in Settings. Go to Reset. Carefully select Reset Network Settings. (Choosing the wrong reset could wipe the iPad. Tread carefully.) - This will wipe your wi-fi passwords and cause you to re-enter them but it can fix bugs such as videos not playing.