

HELP! My iPad isn't working!

EVERY DAY:

- **Charge the iPad overnight**
- **Turn off VPN in settings**
- **Log in to the "Filter Login" app (pops up as Content Keeper)**

1	<ul style="list-style-type: none">❑ Restart your iPad.<ul style="list-style-type: none">○ Get in the habit of doing this at least once a week, even if your device is functioning correctly.○ Hold down the power button and the home button simultaneous until the apple appears, then release the buttons.
2	<ul style="list-style-type: none">❑ Check for device updates.<ul style="list-style-type: none">○ In the 'Teacher Tools' go to Settings > General > Software Update.○ Choose 'Download and Install' if your iOs is not up-to-date.
3	<ul style="list-style-type: none">❑ Check for Teams updates.<ul style="list-style-type: none">○ In the 'Teacher Tools' open the app 'Mosyle Manager'○ Click on 'Self-Service' near the bottom of the dialogue box.○ Scroll through apps and locate the 'Teams' app.○ Click '(Re)install/Update'○ Return to the home screen and wait for the updated app to finish loading.
4	<ul style="list-style-type: none">❑ Missing an app?<ul style="list-style-type: none">○ In the 'Teacher Tools' open the app 'Mosyle Manager'○ Click on 'Self-Service' near the bottom of the dialogue box.○ Scroll through apps and locate the missing app.○ Click '(Re)install/Update'○ Return to the home screen and wait for the app to finish loading.
5	<ul style="list-style-type: none">❑ Apps not working correctly?<ul style="list-style-type: none">○ Double tap the home button.○ Touch and swipe upward to close any apps you might have open.○ Restart the app.○ In the 'Teacher Tools' open the Settings-General and make sure the VPN is turned on.

Still not working?

Call West Ada IT Support for Students and Parents at 208-350-5300.