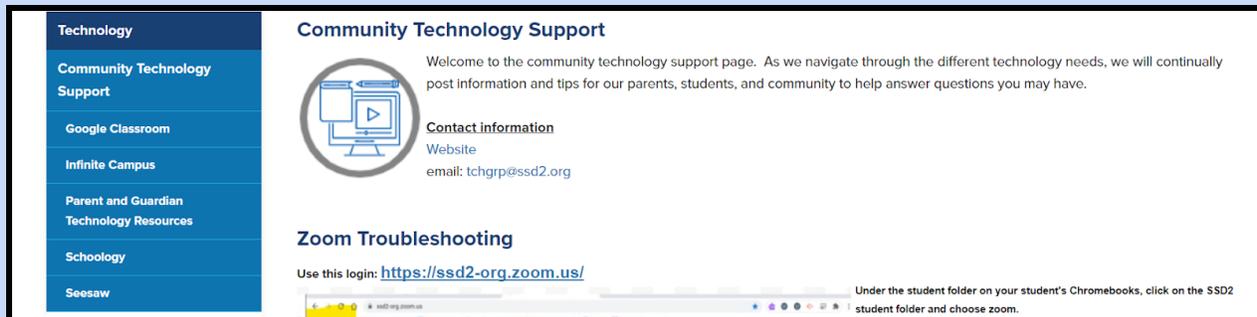# iPad Troubleshooting Checklist

## Are you experiencing issues with your device or wifi?
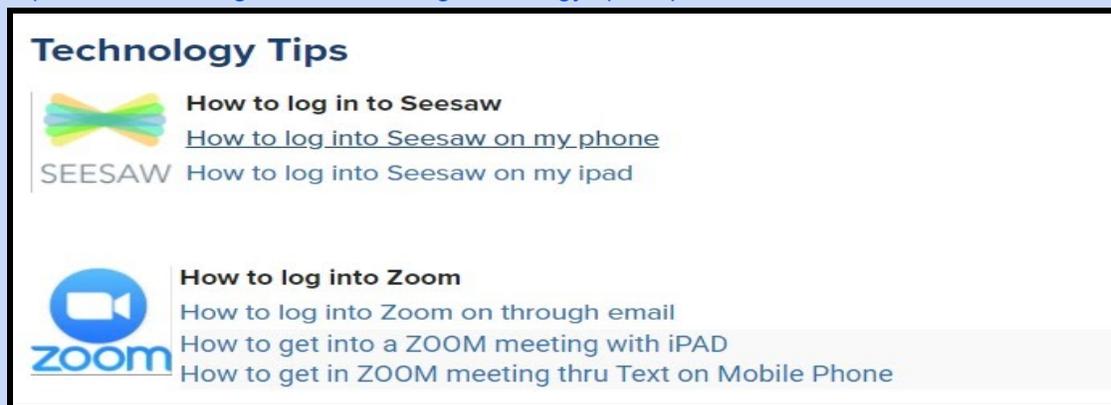
Use this tech troubleshooting checklist and see the Icon Key at the end of this doc.

1) Get online access to this document and more on the community technology support page :
   https://www.ssd2.org/CommunityTechnologySupport.aspx



2) See additional helps for SeeSaw and Zoom with iPads at:
   https://www.ssd2.org/RemoteLearningTechnologyTips.aspx

### Technology Tips

**How to log in to Seesaw**
How to log into Seesaw on my phone
How to log into Seesaw on my ipad

**How to log into Zoom**
How to log into Zoom on through email
How to get into a ZOOM meeting with iPAD
How to get in ZOOM meeting thru Text on Mobile Phone

## iPad Troubleshooting Checklist

| System | Steps |
|---|---|
| **Apps are slow, not loading or not responding?**<br><br>*{SeeSaw, Zoom, Wonder, etc?}*<br><br>**Force-Close an app** | **Apps are slow, not loading or not responding?:**<br>**TRY Force-Closing a Misbehaving App -** this can help the app(s) run more smoothly.<br><br>**1.From Home Screen:**<br><br>**2.Press Home button 2 times:**<br><br>**3.**Slide left to right, to find the app you think **is not** working, **SWIPE UP** to close the suspected app. |

# iPad Troubleshooting Checklist

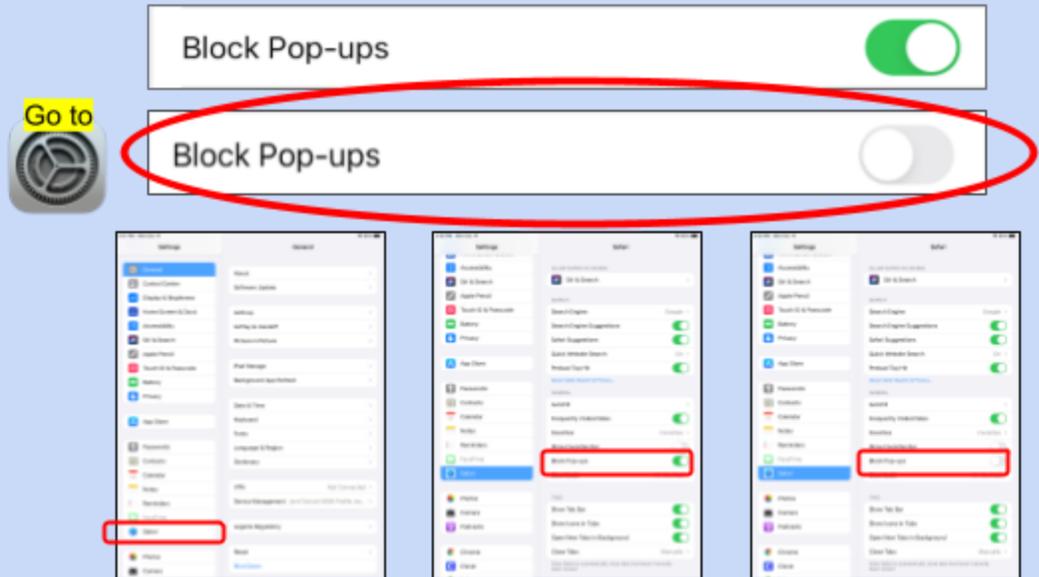| | |
|---|---|
| **Apps are slow, not loading or not responding?**<br><br>*Certain parts of apps are not loading?*<br><br>*{Especially important for using and operating McGraw Hill's Wonder}*<br><br>**Ensure Pop-Ups are not Blocked.** | **Apps are slow, not loading or not responding?** *Certain parts of apps are not loading?* *{Especially important for using and operating McGraw Hill's Wonder}*<br><br>**Ensure Pop-Ups are not Blocked.** Be sure the toggle is **WHITE** so that pop-ups can appear. Go to: **Settings** > **Safari** > **Block Pop-ups** {Make toggle WHITE, NOT GREEN}<br><br> |
| **Apps kicked you out? (Automatic Updates)**<br><br>**App Store Automatic Updates:**<br><br> | **Apps kicked you out? (Automatic Updates)** Did you discover that you had to log back into your app even though you had always been logged in?<br><br>**App Store Automatic Updates: Sheridan iPads Apps are set to update automatically.** When an app has updated, you will be momentarily "kicked out" but simply need to log back in.<br>*When an app has been updated, you will notice a small blue dot next to, or under the app.*<br>*If you notice a blue dot, simply log back into the app.*<br><br> |

# iPad Troubleshooting Checklist
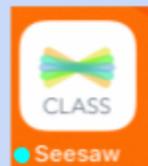
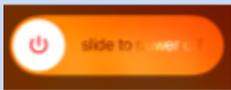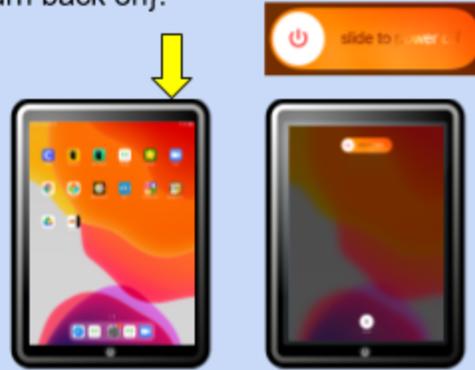| | |
|---|---|
| **Apps are slow, not loading or not responding?**<br><br>**Restart your iPad** | **Apps are slow, not loading or not responding? : Restart your iPad:**<br><br>**Restart your iPad:** to see if afterwards, an App works as it should.<br>To **shut down**, press down and hold the top, right-hand button until the **"power-off"** slider appears. Slide right to **power off**.<br>{Press and hold the top button to turn back on}.<br><br>*You should be **shutting down** your device every night.*<br><br>(This is an iPad example of how to shut down your device. To restart it, push the button under the yellow arrow.) |
| **Apps are slow, not loading or not responding?**<br><br>**{SEE below: Internet: Check Wi-Fi Speed}** | **App performance problems? Spinning / Loading doesn't resolve or go away?**<br><br>Scroll down to **Internet: Check Wi-Fi Speed**<br><br>To see if there is a problem with your Wi-Fi speed<br><br>**FAST**<br><br>SPEEDTEST |
| **iPad won't turn on?**<br>**Force - Restart** | **iPad will not turn on, or is frozen? Try force-restart:**<br>Press & hold BOTH the Home & Top button, until you see the Apple logo.<br><br>Then resume use of your iPad as normal. |
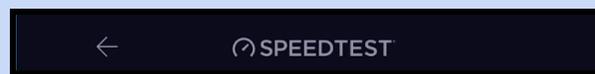
# iPad Troubleshooting Checklist

| **If iPad still will not turn on** | **If the iPad still won't turn on,** <br> <u>**Plug in your iPad**</u> in a space away from <u>any</u> food or liquid, & up & away from anyone stepping on it; and <u>**leave it plugged in for 1 hour.**</u> |
|---|---|

Within a few minutes, you should see the charging screen:

*If an image of a* **charging cord** *appears* **on screen**, <u>*underneath the charging battery screen,*</u> **please check that the cord is properly plugged into the iPad and the wall charger.**

==*You should be* **shutting down** *your device every night.*==

***If iPad*** <u>***still doesn't turn on or charge***</u>, contact **Sheridan Tech Department**:
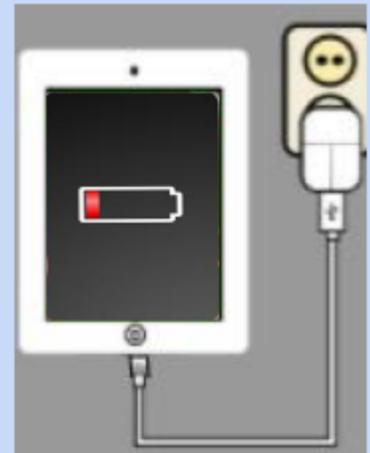
**Sheridan Tech Department:**

📞 **720-833-6999**

✉ **tchgrp@ssd2.org**

| **Battery Life:** | **Battery Life:** <br><br> You can also check *Battery life*: <br> Go to **Settings > Battery** <br> Scroll down, and see the proportion of battery usage next to each app. |
|---|---|

# iPad Troubleshooting Checklist

**Battery Life: Support**

**Close Apps**

**Battery Life: Support: Close Apps.**
<u>If you notice:</u>
*the battery quickly wears down,*
*your iPad running slow,*
*OR the Battery Life in Settings shows how many apps the battery is running,*
**Close Apps.**

**iPad is running slow?** Even when you aren't using an app directly, the *app continues to run in the background*, using up battery life. **Close the Apps.** This will help the **efficiency of your iPad**, helping it's **battery life** and overall performance.

**1.From Home Screen:**

**2.Press Home button 2 times:**

**3.**Slide left to right to find all the open app(s) running in the background.
**SWIPE UP** to close all the app(s).

**Battery Life: Correct Charge - Proper Shut Down & Charging the iPad**

**Battery Life: Correct Charge - Proper Shut Down & Charging the iPad**
<u>The best way to ensure the life of your iPad battery after you're finished using it:</u>

**1)** Close all Apps (See **Close Apps**)
**2)** **Power-off** your iPad {by holding down the top button}
**3)** Find a space away from all food and beverage, and place the iPad in a secure space where it will not be stepped on.
**4)** Plug in the iPad's charging cord and the plug into a nearby outlet *{SAFELY, no wet hands, no fingers touching the prongs}.*

**1)**    **2x**    **2)**    **3 & 4)**

**3 & 4)**
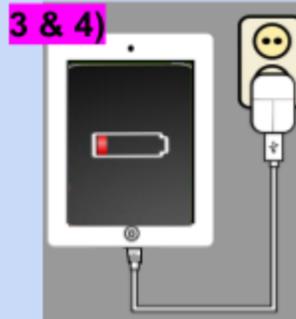
Keep iPad in a **secure, safe space** while charging

# iPad Troubleshooting Checklist

| | |
|---|---|
| **iPad NOT Charging?** | **iPad NOT Charging?**<br>IF the iPad **charging cord** and **charger** <u>do not</u> appear to be working, *please contact* the <mark>**Sheridan Tech Department**</mark><br><br>**Sheridan Tech Department:**<br>📞 720-833-6999<br>✉ tchgrp@ssd2.org |
| **iPad on, but *Strangely Requiring Passcode to Open?*** | **iPad on, but *Strangely* Requiring a Passcode to Open?**<br><br>If a Passcode is required, and you and your student do not know what it is, *please be aware* that:<br><mark>**STUDENT iPads SHOULD NOT be requiring a passcode**</mark>.<br><br>*If your iPad is asking for one that you are not aware of, Please contact the* <mark>**Sheridan Tech Department**</mark>.<br><br>**Sheridan Tech Department:**<br>📞 720-833-6999<br>✉ tchgrp@ssd2.org |
| **Internet: Check your connection** | **Internet: Check your connection:** On the top right corner of your homescreen on your iPad<br><br>***It could be slow, so be patient, or it could be a temporary glitch, wait a few minutes and try again, or there is an outage.* |
| | **Internet: Check your connection:**<br>If your Internet Connection is working you will see this in the top right corner of your iPad: |

# iPad Troubleshooting Checklist

**Internet: Check your connection**

**Internet or Hotspot down**

Or, to check your Internet Connection, you can go to:

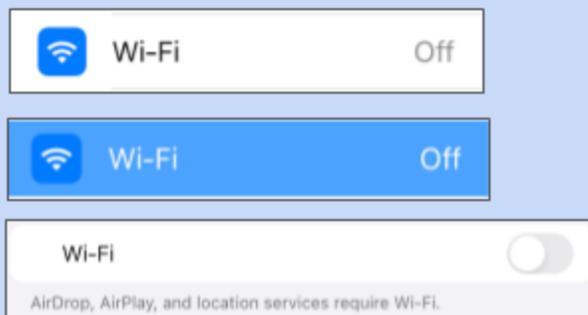Settings  >   **Wi-Fi**

**Wi-Fi will either say:**

**Wi-Fi is ON, CONNECTED to a Network:**

| Wi-Fi | ~~scribbled~~ |
|-------|---------------|
| Wi-Fi | ~~scribbled~~ |

| Wi-Fi | 🟢 |
| ✓ ~~scribbled~~ | 🔒 🛜 ⓘ |

**Wi-Fi is ON, BUT NOT CONNECTED: You must find a Network.**

| Wi-Fi | Not Connected |
|-------|---------------|
| Wi-Fi | Not Connected |

| Wi-Fi | 🟢 |

**Wi-Fi is OFF & must first be turned ON**

| Wi-Fi | Off |
|-------|-----|
| Wi-Fi | Off |

| Wi-Fi | ⚪ |
| AirDrop, AirPlay, and location services require Wi-Fi. | |

Sheridan School District No. 2

# iPad Troubleshooting Checklist

Internet: Check Wi-Fi Speed

**App performance problems? Spinning / Loading doesn't resolve or go away?**

**Check Wi-Fi Speed:**

**Wi-Fi** in the US has a **Speed measured**, and written in **Mbps.**
*Many Remote-Learning Apps require a Higher Speed*, in order for your device to handle/ operate well, in tasks such as:
 streaming videos from an app, an interactive game, or to upload an assignment.
*{such as on SeeSaw}*

**In the US, recommended Speeds for Remote Learning with 1 or more students at home, can range from: 4.5 /5 Mbps - 133 Mbps**
*{Try Google searching for recommended Wi-Fi Speed for Remote Learning}*

There are two types of Wi-Fi Speed: **Downloading** Mbps & **Uploading** Mbps.
It is very normal for your Downloading Mbps to be much higher than your Uploading Mbps.

The following websites are free and will test the Speed of your Wi-Fi:

https://fast.com/

https://www.speedtest.net/

If you find that your **Mbps** is very, very, low (much less than 10) - you may want to check with your Internet Provider or Hotspot.

**If you're using a Sheridan School District Hotspot, and notice it's Speed is very low, contact the Sheridan Tech Department:**

**Sheridan Tech Department:**

720-833-6999

tchgrp@ssd2.org

# iPad Troubleshooting Checklist

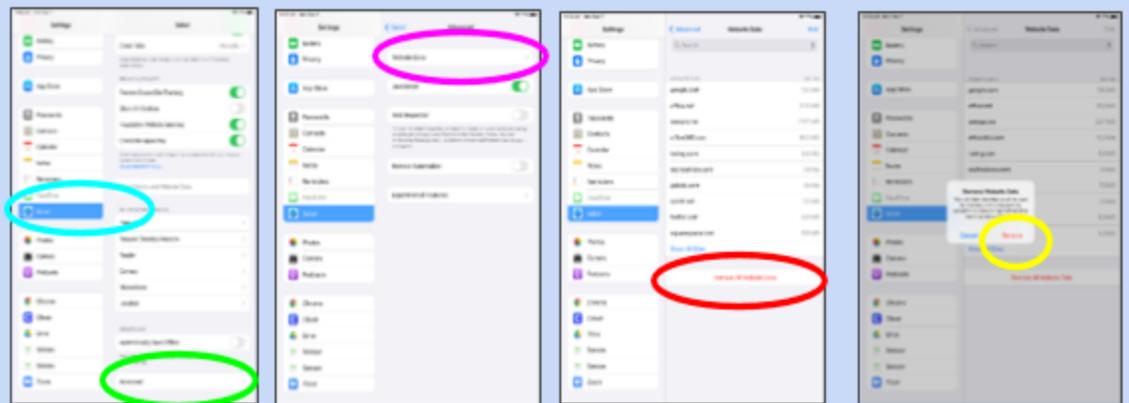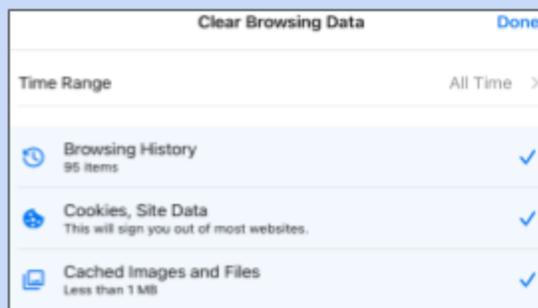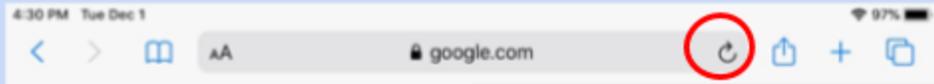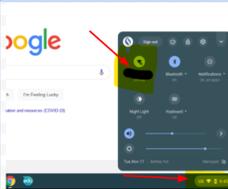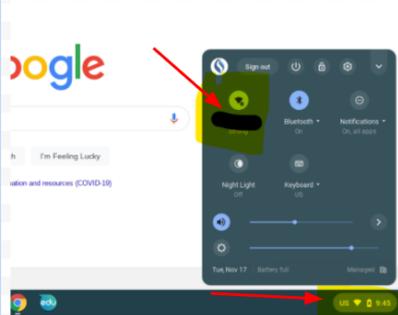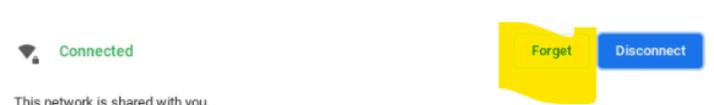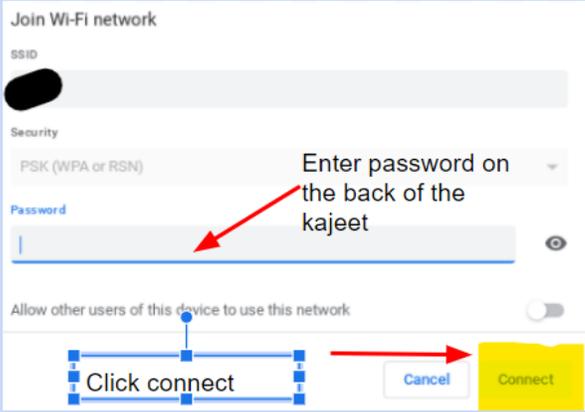| | |
|---|---|
| **For Possible Web Browser Problems:**<br><br>**Safari?**<br>**Clear Cookies**<br><br><br><br>**For Possible Web Browser Problems:**<br><br>**Chrome:**<br>**Clear Browsing Data** | If having problems with a web browser like Safari or Chrome, Follow these Directions to Clear Cookies in Safari, or Browsing Data in Chrome:<br><br>**Clear the Cookies in Safari:**<br><br>Go to:<br>Settings > Safari > {scroll down}-> Advanced > Website Data, then tap "Remove All Website Data" > "Remove"<br><br>**Go into Chrome:**<br><br>In the top right corner, tap the 3 dots: • • •<br><br>Select 🕐 History from the drop-down menu.<br><br>When the History Window appears, at the bottom, select:<br><br>Clear Browsing Data...          Edit<br><br>Inside the "Clear Browsing Data" window, ensure these 3 things are checked and that Time Range is set to "All Time":<br><br>**Clear Browsing Data**          Done<br><br>Time Range          All Time  ><br><br>🕐 Browsing History<br>95 items          ✓<br><br>🔵 Cookies, Site Data<br>This will sign you out of most websites.          ✓<br><br>🖼 Cached Images and Files<br>Less than 1 MB          ✓<br><br>Then select: Clear Browsing Data and then finally: The items you selected will be removed. Clear Browsing Data |

# iPad Troubleshooting Checklist

| | |
|---|---|
| **For Possible Web Browser Problems:**<br><br>**Refresh your page:**<br><br>**Safari:**<br><br>**Chrome:** | **Refresh your page**, this will update the page as needed.<br><br>4:30 PM  Tue Dec 1  google.com  97%<br><br>4:52 PM  Tue Dec 1  Welcome to Starfall Pre...  starfall.com  98% |
| **ON Kajeet** and it is not working, press: | ON Kajeet and it is not working, press:<br><br>Click on the wifi on the bottom right and right click on the wifi that is currently connect<br><br>Connected — This network is shared with you.  Forget  Disconnect<br><br>● Click Forget<br>● You will see this, then you want to add a connection<br><br>Settings — Search settings<br>Network — Your Chromebook is managed by ssd2.org<br>Bluetooth<br>Connected devices — Network<br>People — Wi-Fi — Not connected<br>Device — Add connection<br>Personalization<br><br>● Then enter the password and reconnect |
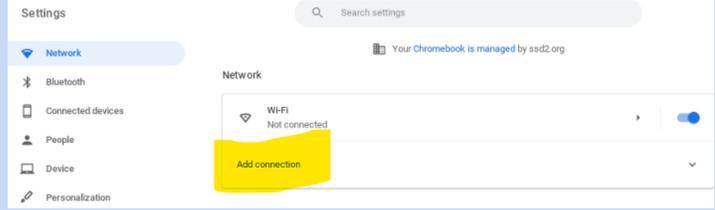
Join Wi-Fi network

SSID

Security

PSK (WPA or RSN)

Enter password on the back of the kajeet

Password

Allow other users of this device to use this network

Click connect

Cancel    Connect

# iPad Troubleshooting Checklist

## ICON Key

| Icon | Meaning |
|------|---------|
| | **iPad** |
| | **Power-Off iPad** |
| | **Internet Connection OR Wi-Fi** |
| | **Settings** |
| | **Battery Life** |
| | **Charging Screen / Charging Cord** |
| | **Refresh** |

# iPad Troubleshooting Checklist

| | |
|---|---|
| | **Safari** |
| | **Chrome (Google Chrome app)** |