

General troubleshooting

iPads sometimes go wrong or crash. Here are a few tips you can follow to try and get them functioning properly.

1. Check for a Software Update

Open the settings app (looks like a cog) and go to General and then to Software Update. If it indicates that an update needed then do it. Also, ensure that Automatic Updates is turned ON.

2. Close Apps

Double click the Home button to bring up all of the apps that are running in the background. Swipe each one up to close it.

3. Network Reset

Open the settings app (looks like a cog) and go to General then (at the bottom) to select Reset. It will ask for your iPad pin/passcode then select the red reset. The screen will black and an apple appear, it will then ask for your pin/passcode again.

4. Clear website data

Open the settings app (looks like a cog) and go to Safari then (at the bottom) to select 'advanced' followed by website data. At the bottom select the red 'remove all website data'. You may need to repeat step 3 after this.

5. Hard Reset

Hold down the Power button and the Home button. The iPad will turn off and then an Apple logo appears. Then release both buttons. The iPad will restart after about 30 seconds.

Proxy Authentication

If you get a pop-up asking you for a proxy authentication you need press settings and enter your username and password. These are the ones you'd usually use on a school computer but the username has to be preceded by cluster2\ *S1 all end 213, S2 end 212, S3 end 211, S4 end 210, S5 end 209 and S6 end 208 and the username is initial surname – some pupils have more than one initial* e.g. cluster2\apupil212

Some pupils who have moved clusters in the last few weeks may find they can still use their old cluster sign on if they have problems with cluster2

Contact [Miss Douglas](#) with any problems and make the subject "iPad Help" and she will try to help you solve the issue.