

iPad Troubleshooting



Have you tried turning it off and back on again?

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. 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.

3. Close Apps

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

4. 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 cluster6\ for the Peebles cluster.

If problems persist please follow the instructions in the Reporting An Issue document.