

Troubleshooting the iPad

Try these tips if your iPad is not working as it should. You can also email ipadhelp@ogschool.org and the Tech Support Staff will look into the issue.

1. Make sure the student is logged into the web filter.
2. Hold down the sleep button and the home button until the iPad shuts down and you see the apple. This is called a **hard restart**, will reset your iPads connections, and in most instances, solve the problem.
3. Check the App Store under 'updates' to see if there are any pending updates for the app.
4. Email Tech Support ipadhelp@ogschool.org

