



iPad Troubleshooting

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IBOOKS

- Check to see if you have the latest iOS update.
- Check to see if you are signed in with the right Apple ID, for example, `first.last@aid.hilliarschools.org`
- If the app doesn't work, try to get the iBook from the Safari version of Canvas.



WI-FI

- If Wi-Fi doesn't work, then make sure that it's turned on.
- Make sure you're connected to the HCSD Student Network.
- If you still can't log on to the WI-FI then try forgetting network, and then log back into it with your student id and your school password.



APP PORTAL

- If App Portal opens, but apps won't download, then update to latest App Portal version.
- If App Portal won't open, delete app, and it will come back at some point.
- If App Portal doesn't show up, or no apps load, then go to settings and reset all settings. **DO NOT RESET ALL CONTENT AND SETTINGS.**



CANVAS

- **If you don't see all the classes on your canvas app, then check the favorites list and make sure the class is checked, favorites list is on the top right hand corner of the Canvas app.**



THANKS FOR WATCHING