

How to fix small issues
BEFORE you come to the
Genius Bar

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BEFORE YOU DO
ANYTHING

Make sure your ipad is updated

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Wifi Troubleshooting

If you're attempting to connect to the wifi and it is not working try these things.

- Go into settings
- Click wifi
- And click in the info icon on the far right of the wifi name
- And click forget this network
- Confirm it
- And try to connect again

Wifi trouble continued

If the previous slide does not work refer to the following.

- Go to settings
- Go to airplane mode
- Turn it on, then off
- Reconnect to the student wifi.
- If none of these steps work **THEN** go to the genius bar.

App Portal Issues

Before you come up to the Genius Bar if you have app portal issues do the following.

- Try closing out the app and power down and power back on the iPad
- If this does not work refer to the following
- (next slide)

App portal issues continued

If none of the apps are showing up make sure you are in the Apps category not the books and document category.

- Go to setting and click wifi
- Click on the little info button next to the student wifi name and forget the network
- Sign back into to the student wifi
- If this does not work refer to the next solution.
- Delete the app portal. The app portal will reappear in about 1-2 days

AFTER YOU HAVE DONE ALL OF THESE GO TO THE GENIUS BAR

Lost iPad

If you have a lost iPad, the first thing that you have to do is go to the Genius Bar, and there is a sheet closest to the printers (if not there the Genius Bar student will direct you to the location) and you can write your name, student ID #, and the date it has been missing since. If iPad is missing more than two days, we will mark it lost. If it is still missing after 5 days, your iPad will be replaced and you will be charged for the cost of the lost iPad. Note: protection plan DOES NOT cover lost iPads, it only covers damage.

Non Responsive to Touch iPad

Before you come up to the genius bar clean your screen. If you want to clean your screen the right way click on this link <https://support.apple.com/en-us/HT204172>

If this does not work it is most likely an issue that we have to fix so the bring it up to the media center

Slow Charge/Fast Draining iPad

If your iPad is slow charging and you have another charger I would suggest you try that first. If that does not work try using an air duster to clean out the charging port. You can get one here, <https://www.officedepot.com/a/products/824838/Maxell-Blast-Away-Compressed-Air/>.

Most likely it is a problem with the brick or the cord width. So try switching out cords and bricks. But make sure that you are using the correct brick, you might be using an iPhone brick charger, not one for an iPad. If you use a smaller one it will take a long to charge.