Helpful Tips for Student iPads

Here are some tips that will assist in managing the student iPads when "hiccups" occur:

- If the Canvas app does not load an activity completely, try using Safari to open Canvas and attempt the activity.

- Make sure the iOS on the iPad is up-to-date:
    - Open Settings ~ General ~ Software Update ~ Install any updates that are needed.

- Close all extra apps:
    - Double tap the Home button and swipe out of all apps.

- If you are having trouble with a browser-based program (Clever, Imagine Learning, etc.) make sure that there are no extra tabs open:
    - In Safari, tap on the two squares in the top right corner to get all open windows on the screen and close all of them before trying the activity again.
    - In Chrome, tap on the square in the top right corner with the number in it to get all open windows on the screen and close all of them before trying the activity again.

- If you are having trouble with a browser-based program (Clever, Imagine Learning, etc.) clear the browsing history on the device:
    - For Safari, open Settings, scroll down and tap Safari on the left. On the right side, tap on Clear History and Website Data and Clear it.
    - In Chrome, tap on the 3 dots in the top right corner, tap on History. In the smaller window, tap on Clear Browsing Data, tap in the Time Range and select All Time, then Tap Clear Browsing Data.

- If you are using Safari for Canvas (not the app) and you have images that are broken or do not appear, you can change a setting in Safari to try to allow them to appear:
    - Open Settings, scroll down and tap Safari on the left. On the right side, scroll down and tap Prevent Cross-Site Tracking to turn it off.

- If a student has a problem with their Skyward login, they will need to contact the PEIMS coordinator in their campus office for assistance.

- If problems with the iPad persist, perform a hard reset on the iPad device:
    - Hold the Home button and the Sleep/Power button down at the same time (like you would for a screen shot) for about 20 seconds until the iPad turns off and a white apple appears in the center of the screen, and then let off.

What students can do to prevent issues:
- At the end of each day, students should close browser windows and swipe out of all apps so that their device is fresh and ready for the next day before placing it in the charging cart/going home.
- Have students install software updates as they are released during a time when it is convenient, or at the end of the day so they are not using class time to perform this task.
- Students need to know how to log in to Canvas on a browser in addition to using the app.
- Students are able to perform a hard reset if they are having trouble.