

Having trouble with your iPad?

Is your WI-FI not working?

Is Safari not loading websites, or telling you sites are blocked that you know are not supposed to be blocked?

It could be that you are on the wrong network!

First you'll want to go into settings and make sure you are on the right network.

Students should be on vpsi.

If you are on another network, you will need to:

Tap on the network



Then select **Forget the Network**

When you are put back onto vps, you will be prompted to authenticate, likely two times.

Do not try switching to the vpsi network

by simply tapping on it in the wifi options. It will ask you for a password, there is no password. Always let the iPad pick it up on it's own.

If you are on vpsi and you still can't get on the internet:

It could be that you didn't authenticate properly!

When you see this authentication screen pop up, ALWAYS put your user name and password in. Never hit cancel, the iPad will take away your internet. The username is your Student ID number

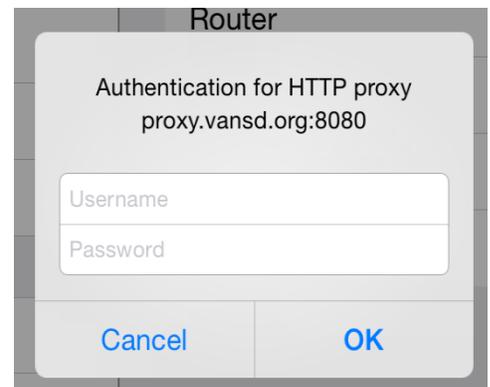
***do NOT add @vansd.org**

your password is your 8-digit birthday/initials password

***this information was on your "Confidential Card"**

VPS ID and VPS Password

Make sure you put your info into the box correctly.



If the box has stopped popping up because you hit cancel:

Try closing the Safari app, open it and refresh. That should prompt you to authenticate. If that doesn't work. Power the iPad off and when it comes back on it should ask you to authenticate.

Have you downloaded an app and it's not showing up?

First try powering your iPad off. When you turn it back on, check to see if the apps are there.

If they are still not there. Try downloading a new app that you have not yet downloaded. That should kick start the other apps that are “stuck” downloading.

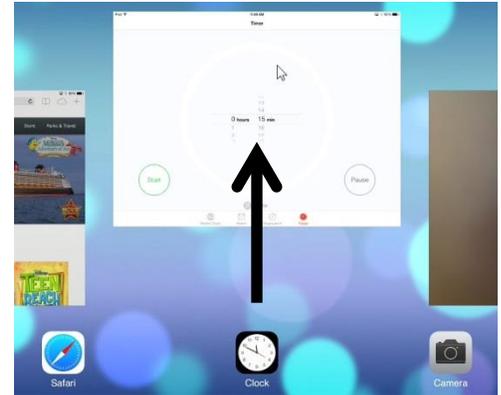
If that doesn't work, you'll need to have the building tech or ITF help you.

Is a particular App acting “glitchy” or won't stay open?

If an app is acting glitchy, or is closing itself and won't stay open, try closing the app.

Hitting your home button is not actually closing the. To close it, you will need to double tap on your home button. This will show you all of your open apps.

To close an app, simply “flick” it up and it will close.



Have a problem that you still can't seem to fix?

When all else fails...do a HARD RESET

This is like resetting the iPad's brain. If nothing you are trying works, always try this.

You will press and hold the power button and the home button at the same time.

Do not let go until the following has ALL happened:

- the iPad goes black
- the apple comes on
- the apple goes away
- the screen is black again

The iPad is now completely 100% a turned off

(If it comes back on by itself, you didn't hold it long enough and you did a *soft reset*. This might fix your problem, but a *hard reset* is better.)

Now hold the power button, to turn the iPad on, and hopefully your problem is fixed.

