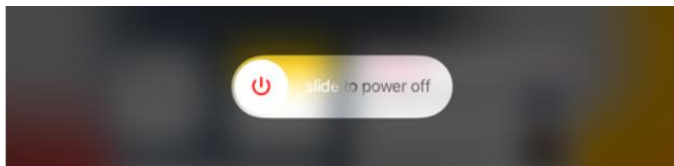## Restart iPads Regularly

It is not just Apple updates that need to be done on iPads. Some apps will update properly only when you turn off and then turn on the iPad. Turn off the iPads by holding down the top button of the iPad. Push the top button again to turn the iPad back on.

Keep Your iPads Updated

1. Make sure your iPads are updated with the latest iOS (iPad Operating System).

    Click here to see the most Recent iPad OS Update.

2. If your iPad is more than one iOS behind your iPads may not work as well. If the iPad is still on iOS 12 when the newest update is iOS 14 then it is past time to install a new iOS.
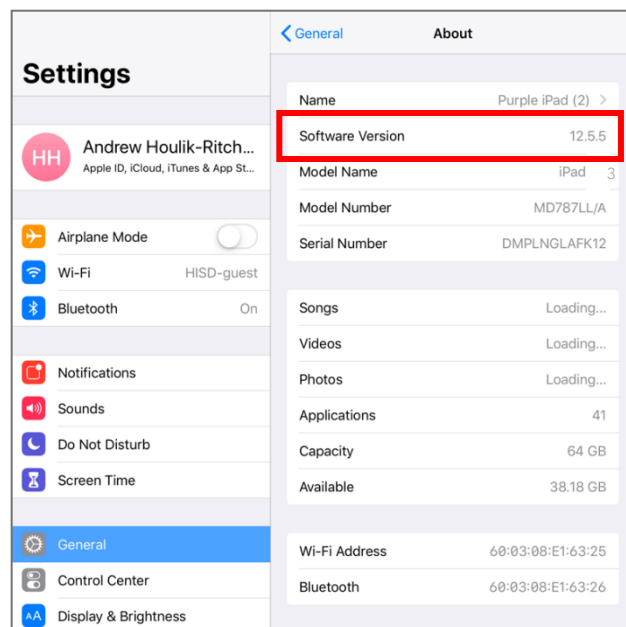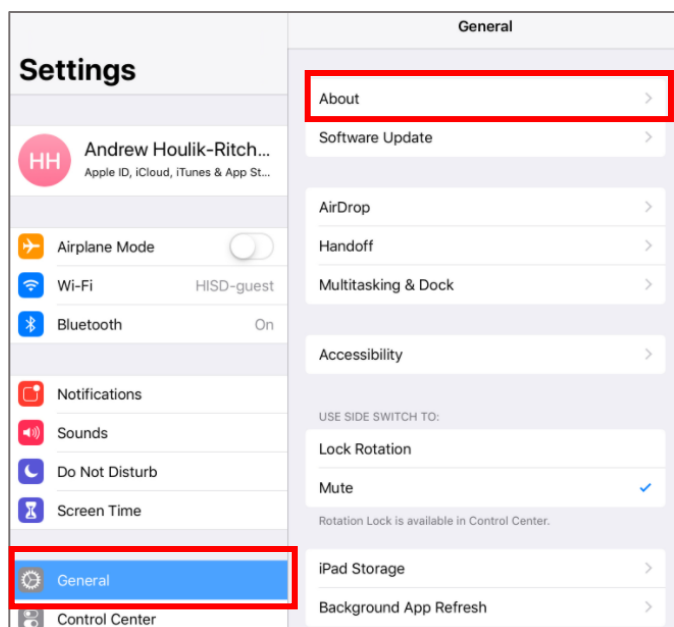3. Here is how to update the iOS.
   1. Check the current iOS on the iPad
    2. Open **Settings**

    3. Open **General** and then **About.** Review whether the iPad is 5th generation or older or it will not work within HISD.
    4. Check the Software Version to see if the number matches the most recent iOS from Apple's website. Click here.
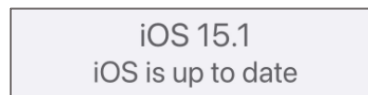
5. If the iPad is more than one number behind the current iOS number listed on the Apple website, open **Software Update.** Make sure the iPad is plugged in or the update will not install.
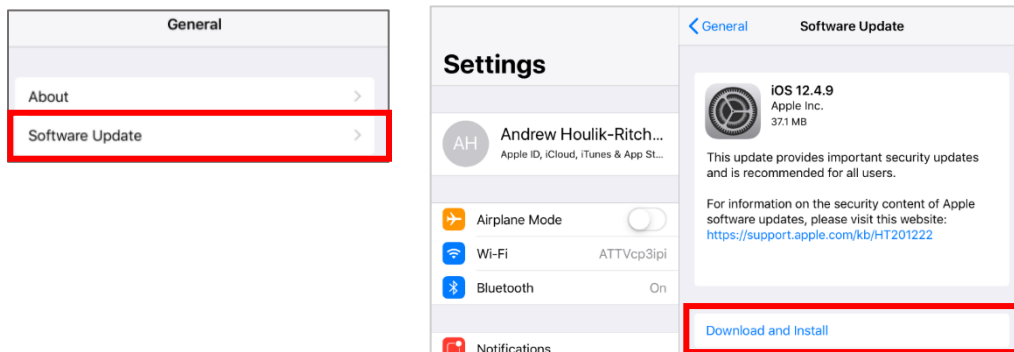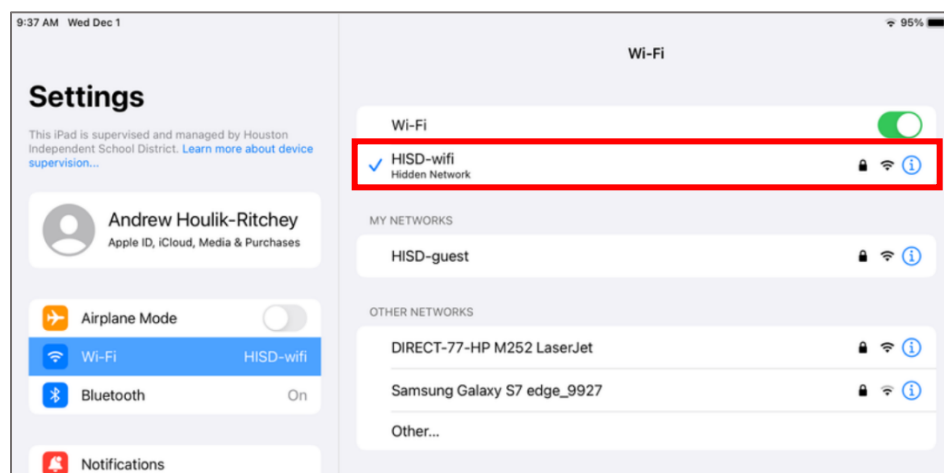

6. Open the Download and Install to begin updating the iPadOS. This process can take 30-60 minutes.


Erase All Content and Settings

Use this option to erase and reinstall new copies of all apps on the iPad. This can fix errors that are occurring or if the iPad cannot connect to HISD-wifi. <u>All HISD iPads should use HISD wifi, not HISD-guest.</u> If you cannot connect to HISD-wifi, or it is not visible in the Wi-Fi settings, it is time to erase the iPad.
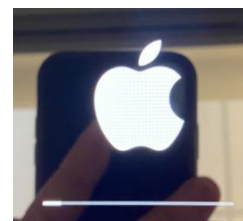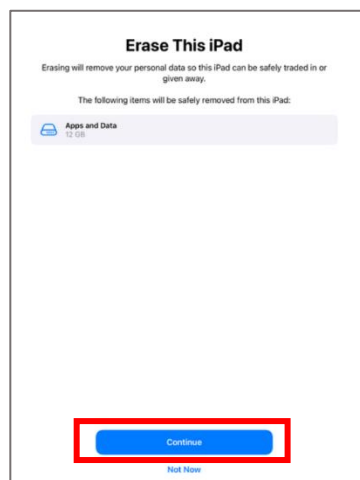
Here are the steps to **Erase All Content and Settings.**

1. Open **Settings** and **General.**
2. Open **Reset** or **Transfer or Reset iPad.**
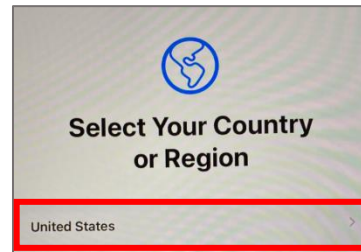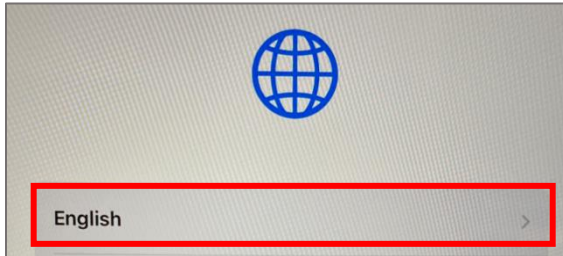3. Open **Erase All Content and Settings.**
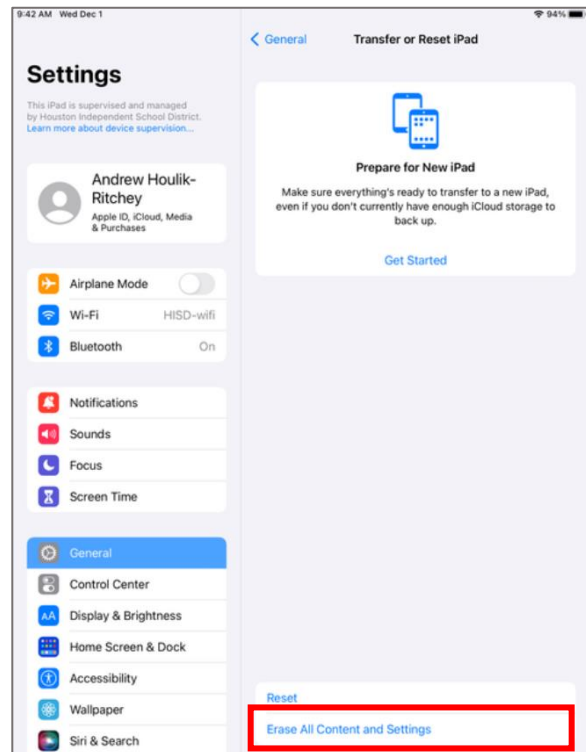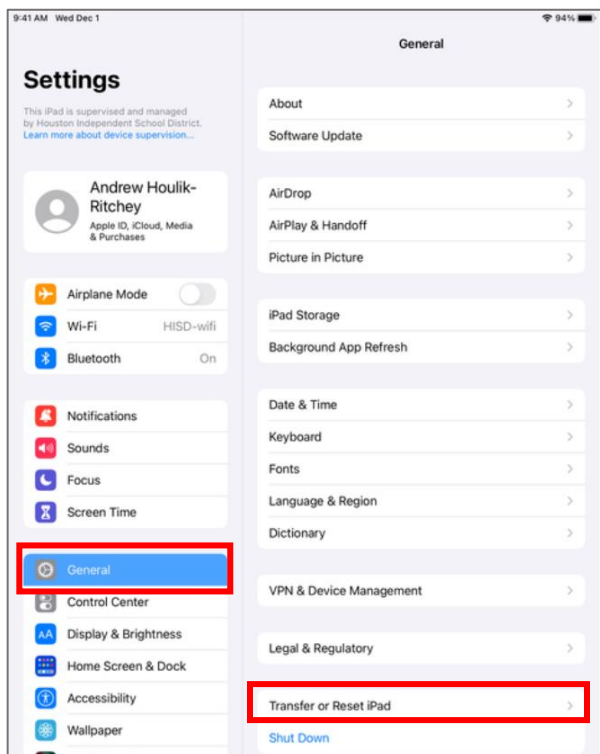
4. You will be prompted to **Erase this iPad**. Open **Continue** and **Erase iPad**. The iPad will restart.
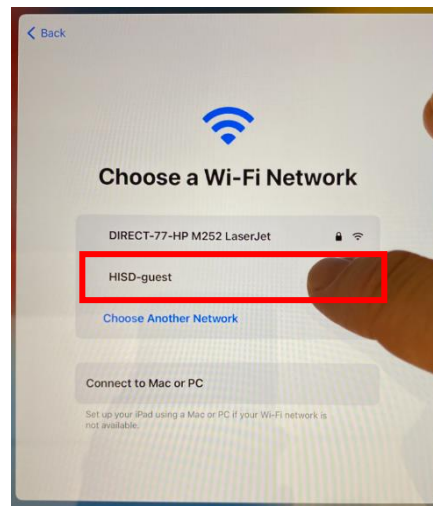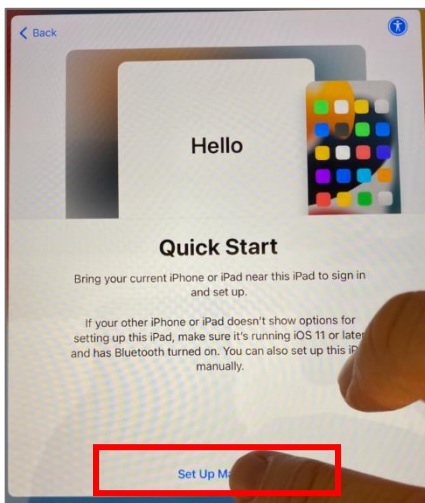
5. Select the language and country for the iPad.

6. Select **Set Up Manually**. Select the **HISD-guest** network initially. HISD-wifi will be available once the reset process is complete.

7. Select **Next**. You should see a window with Remote Management information. This system allows the iPad to get all the approved HISD apps and settings. (If the Remote Management prompt does not appear, submit a Service Desk ticket with the iPad's serial number.)
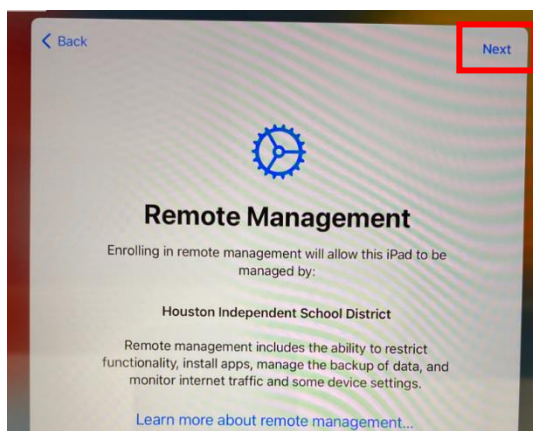
Apps will begin to install once the Remote Management process completes.
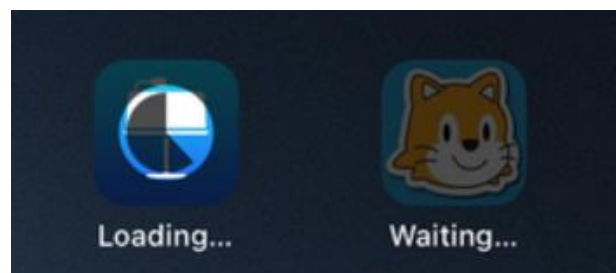
HISD iPad Troubleshooting

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8. After the iPad finished installing standard apps you can add other approved apps by clicking on the **Self Service** app. Select **Install** for **HISD-wifi** and any of the other apps you need. If the Self Service app will not open or there are no apps visible, submit a service desk ticket with the serial number of the iPad. **Change the iPad's wifi to HISD-wifi.**
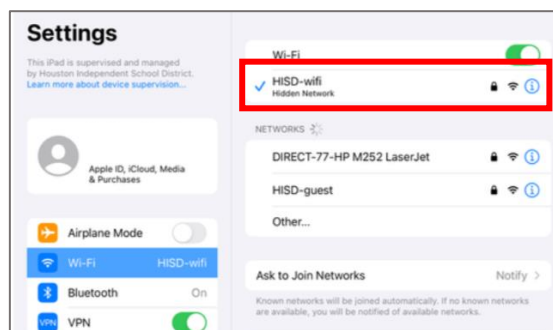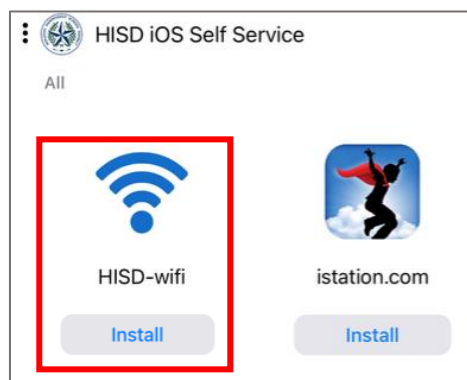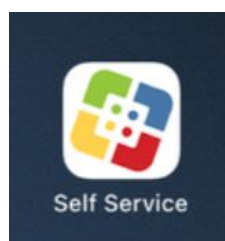
Imagine Learning on iPads

Imagine Literacy and Imagine Español work best if accessed through the Imagine Learning app on iPads. If the Imagine Learning app is not visible on the iPad, it will need to have the Erase All Content and Settings to be done from above.

1. Print out the Imagine login cards through the Imagine Learning links on Clever. Teachers of record and campus Imagine Learning administrators can print Imagine login cards. These are not the same as Clever Badges.

Click to see video directions for printing student login cards.

2. Students will access Imagine Español and Imagine Language and Literacy on the Imagine Learning app.

3. Students can login using the Scan QR Code option or by entering the user information on their individual Imagine login card. Be sure to show students how to switch the iPad to use the Back Camera so they can take a picture of the QR code.