

IPad Support Tip: Network Issues

Problem: iPad not connecting to a network.

Resolution: It is the Huntingdon Area School District IT Department's recommendation that all iPads should be hard booted at least once a week to reduce nuisance support issues.

There are two possible reasons for this: The iPad is in need of a restart or the network settings that have been stored are incorrect/corrupt, and the iPad is no longer prompting for a password.

Step 1. Locate the Sleep/Wake button. Press and hold the Sleep/Wake button.

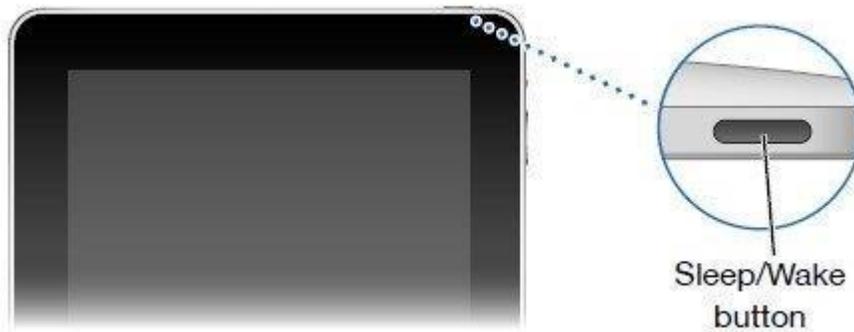


Figure 1: The location of the Sleep/Wake button on the iPad is found at the upper right of the iPad with the glass side facing the user.

Step 2. Locate the Home button. While pressing the Sleep/Wake button, press and hold the Home button.

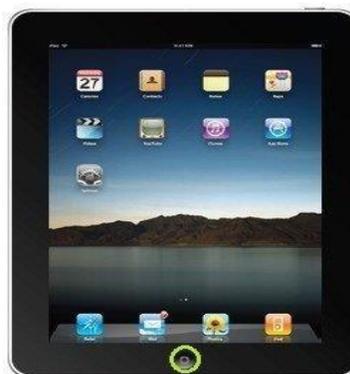


Figure 2: The location of the home button is found at the bottom middle of the iPad with the glass facing the user. The button is round.

Step 3. Continue to press and hold the Sleep/Wake button and the Home button until the iPad iOS boot screen appears. Release the buttons. Allow the iPad to boot.

Step 4. Try going back into settings and connecting to your network. If the error is not fixed, go to the settings screen. Go to General, then scroll to the bottom, and click Reset. Click Reset All Settings, which will clear out the cached networks.

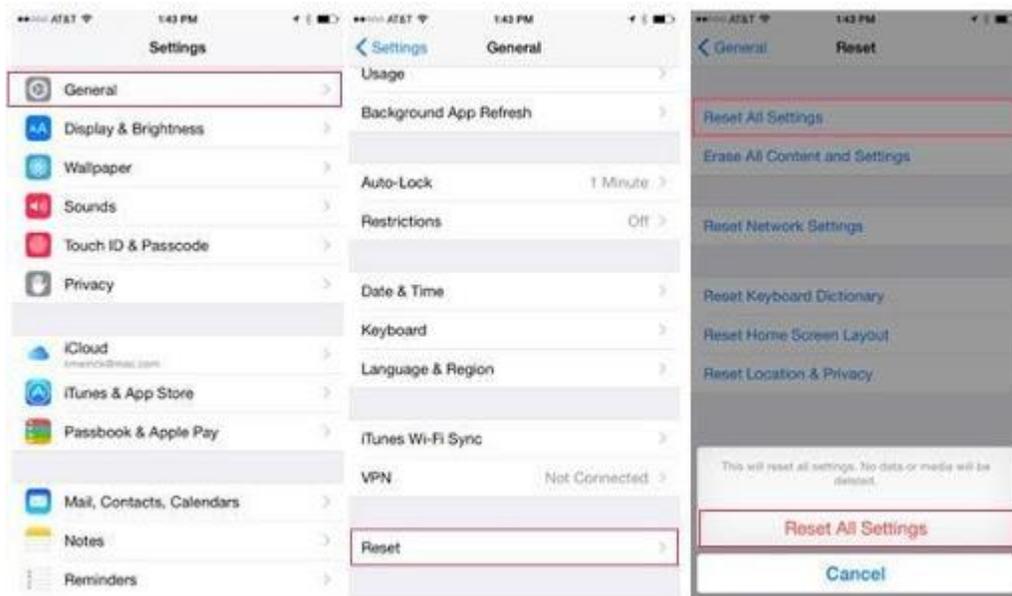


Figure 4: Settings Screen to get to "Reset all Settings"

After your iPad restarts, you should be able to try to connect to your network and be prompted to put in the correct password.