

Common iPad/App Troubleshooting Issues

Hardware Issues

- Not Enough Storage
 - Try deleting photos and videos emptying the Deleted Photos folder
 - Students can back photos and videos up in Google Photos/Google Drive
- Can't Connect to Internet
 - Restart iPad
 - [Home Internet Login Directions](#)

App Issues

- Apps Freezing
 - Hard restart iPad by simultaneously holding the Power Button and Home Screen Button for 10 seconds
- App Running Slow
 - Double-tap the Home Screen Button and swipe up on other apps to close them.
- Username/Password Doesn't Work
 - Make sure that student is not using a personal account and is using their @myfsd account
 - Check to see if the password is case sensitive and make sure student is using capitals when necessary
 - Make sure the student has the proper username. (Some usernames include "@myfsd.org" and some don't.)