From your Bobcat Geek Squad

iPAD TROUBLESHOOT TIPS

By: Miss Osegueda
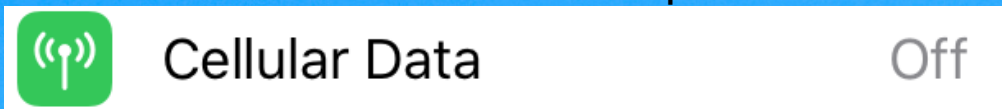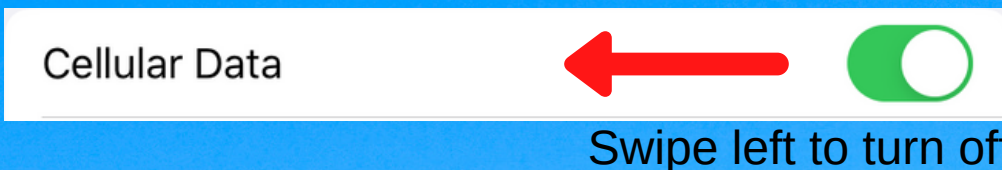
TIPS TO HELP iPAD AND APP UPDATES RUN SMOOTHLY

1. Make sure your iPad is connected to your home WiFi

2. Go to Settings to turn off 📶 Cellular Data

Cellular Data ⬅ 🟢

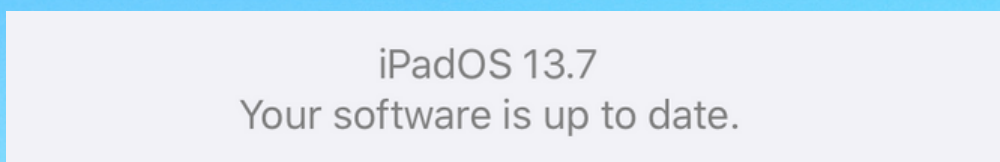Swipe left to turn off

📶 Cellular Data   Off

The Settings menu will list it as Off

3. In Settings, go to ⚙ General

Select   Software Update

If your iPad is up to date, the screen will look like this:

iPadOS 13.7
Your software is up to date.

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If your iPad is NOT up to date, you'll see an option to

Download and Install   Select Download and Install.

You'll be asked to   Enter your passcode
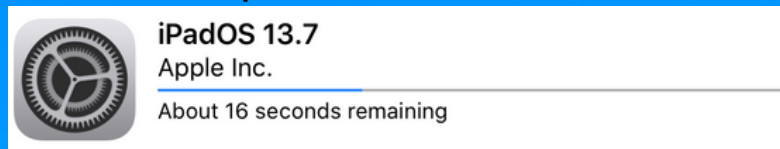
The passcode for our school iPad is **bobcat**

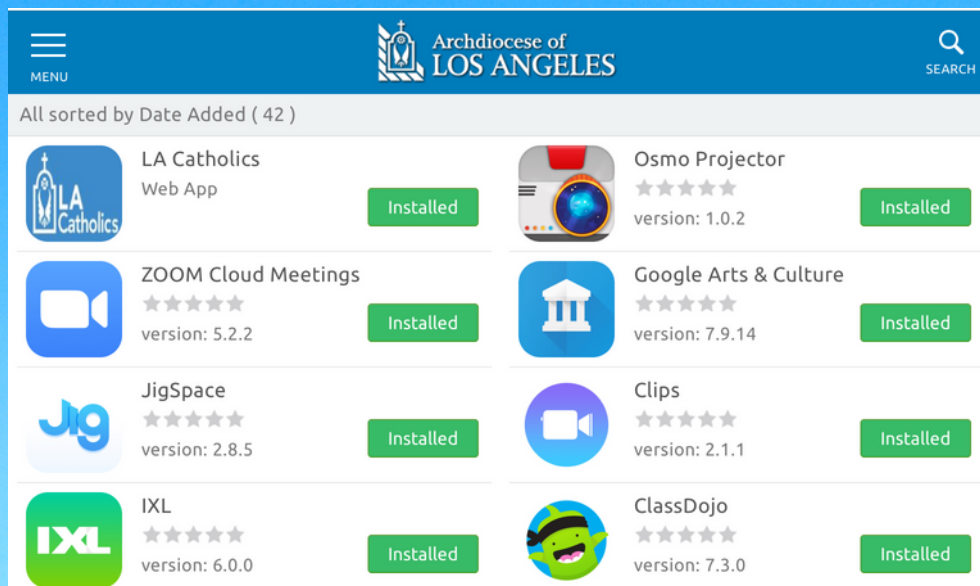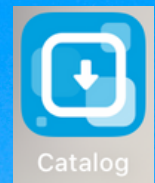Update Requested...   will appear on your screen, but will shortly

be replaced by   Downloading...   You will also see a progress

bar appear at the top of the screen.

iPadOS 13.7
Apple Inc.
About 16 seconds remaining

4. If your iPad has updated and you are experiencing
trouble with a certain app, you'll have to access the
Catalog on your iPad's home screen. The app icon
is blue with a white square and a downward pointing arrow.
Selecting the Catalog icon will open a webpage that lists all
the apps within our domain. It'll look something like this:

Archdiocese of
LOS ANGELES

MENU   SEARCH

All sorted by Date Added (42)

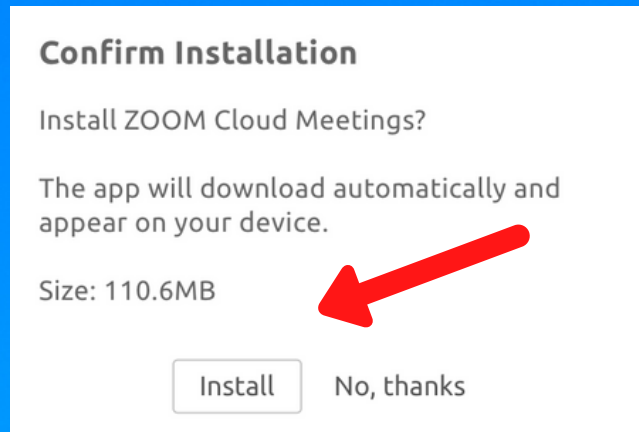| LA Catholics | Web App | Installed | Osmo Projector | ★★★★★ version: 1.0.2 | Installed |
ZOOM Cloud Meetings	★★★★★ version: 5.2.2	Installed	Google Arts & Culture	★★★★★ version: 7.9.14	Installed
JigSpace	★★★★★ version: 2.8.5	Installed	Clips	★★★★★ version: 2.1.1	Installed
IXL	★★★★★ version: 6.0.0	Installed	ClassDojo	★★★★★ version: 7.3.0	Installed

5. *You can manually push an update for any app that is listed in the Catalog list.* Using Zoom as an example, select the green box that is labeled Installed to push an update. A pop-up will appear to confirm installation.

Confirm Installation

Install ZOOM Cloud Meetings?

The app will download automatically and appear on your device.

Size: 110.6MB

Install   No, thanks

Select Install. You'll see the box next to the app icon change from Installed to Processing, like so:

ZOOM Cloud Meetings
★★★★★
version: 5.2.2   Processing
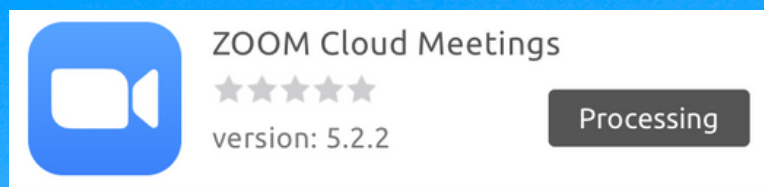
If you were to look at the Zoom icon on the iPad home screen, a wheel will be displayed that shows the progress of the installation. Once the app has been updated, the wheel will disappear and the icon will be in full color.

CONGRATULATIONS! YOUR iPAD AND APP IS UP TO DATE!

(!) DO NOT DELETE APPS.
DO NOT FACTORY RESET OUT SCHOOL iPADS.