iPad Troubleshooting Tips

My iPad doesn't have the app I need

If students need to add an app, they need to use **Company Portal**. If they aren't signed in, they will need to use their k12 email username and password.
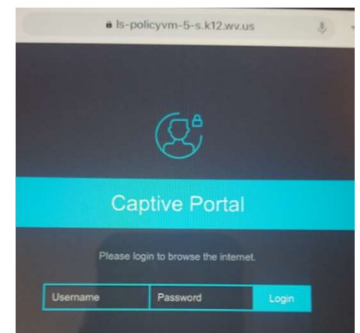
Apps not installing

1. **Restart the iPad** by holding the on/off button for 5 seconds and sliding to power off. Use the on/off button to turn it back on. Go to Company Portal app to install the app.
2. If that doesn't work, **delete the app** by gently pressing down on the app, holding your finger in place until the apps on the home screen begin wiggling. An "X" will appear at the top left corner of the app. Tap it, and then hit "Delete". Press the home button when you are finished deleting the apps. Go to Company Portal to re-install the app.

Captive Portal issues

When students connect their iPad to a private network (any Wi-Fi not in the school network), Apple will require the user to register via the Captive Portal prior to Internet connectivity being established.   The device will appear to have connected to a Wi-Fi network but any request for data will fail until the user has logged into the Captive Portal.

1. To log into the "Captive Portal", **tap on the Internet Home icon**.
2. Enter your student's username (first part of the student's K12 email before the @ symbol) and password (student's K12 email password). The username and password is case sensitive. Please make sure the username is in all lowercase. The iPad keyboard wants to capitalize the first letter of the username.

Please note: Login will expire every 24 hours or when the user leaves the private network. You will need to sign in to Captive Portal every day.

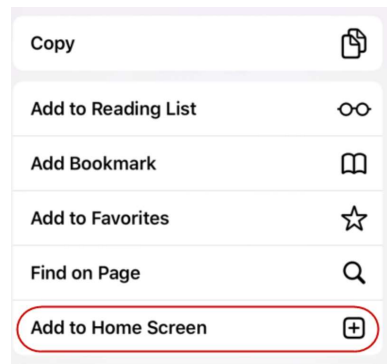**Assignments not showing up in Schoolwork**

1. Try closing out the schoolwork app.   Double tap the Home Button to open the app switcher. Swipe up on the apps you need to close to send it off the screen. Click the app on the home screen to reopen it.
2. If assignments that should be there aren't, try restarting the iPad.
3. Please check with your classroom teacher if assignments still aren't showing up. The student may not be in the class or may need the assignment sent to them again.

Note: Do not sign out of your managed Apple ID in settings, or you will be signing out of schoolwork as well.

Creating Shortcuts on iPad
You can create shortcuts to any website your teacher wants you to use.

1. Go to the website and choose the share arrow in top right corner.
2. Choose Add to Home Screen.
3. **Before clicking Add, you can change the name**.
4. Choose Add. The site will appear as an icon on the home screen.

Copy	
Add to Reading List	
Add Bookmark	
Add to Favorites	
Find on Page	
Add to Home Screen	

Elementary Programs

Nothing will open in Wonders (McGraw Hill Reading)

The elementary reading program, Wonders, can only be accessed
using the Clever app.
Sign in to clever and choose McGraw Hill reading icon. This will open your
child's reading book in Safari.

You will need to make sure pop-ups are enabled in settings before Wonders will
open books and assignments.

1. Open the settings app, and scroll down the left panel to find safari.
2. On the right side, you will see "Block Pop-Ups", which is enabled by
   default (has a green box)
3. Click the green box so that "block pop-ups" is not enabled.

My student can't get into GoMath
You can use the Think Central website or the HMH app to access GoMath.

Enter your student's username (WVEIS number) and password (Nicholas1). The
password for GoMath is case sensitive. Please make sure the password has a
capital N. If you enter the password incorrectly three times, you will be locked out for
five minutes.

If your clever password/badge doesn't work, your teacher can reset it.

Epic won't work

Epic is only available during school hours (6:00 am – 3:00 pm) from any location.
Students can access two additional after school hours during the week or on
weekends.

Secondary Programs

My student can't get into <u>Clever</u>.

Tap on the Clever app.
Log in with the student's username (WVEIS number) and password (last name in all caps). If your Clever password/badge doesn't work, your teacher can reset it.

Digital Books and Curriculum

My student can't get into <u>Actively Learn</u>.

You must access Actively Learn using the Clever app.
Sign into Clever and choose the Actively Learn icon.

My student can't get into <u>Big Ideas Math</u>.

You must access Big Ideas Math using the Clever app.
Sign into Clever and choose the Big Ideas Learning icon.

My student can't get into <u>Discovery Education</u>.

You must access Discovery Education using the Clever app.
Sign into Clever and choose the Discovery Education icon.

My student can't get into <u>Ed Your Friend in Learning</u>.

You can now access Ed using the Clever app.
Sign into Clever and choose the Houghton Mifflin icon.

Enter your student's username (WVEIS number) and password (Nicholas1). The password is case sensitive. Please make sure the password has a capital N. If you enter the password incorrectly three times, you will be locked out for five minutes.

My student can't get into <u>Holt McDougal Online</u>.

You can now access HMO using the Clever app.
Sign in to Clever and choose the HMO icon.

Holt McDougal
Online

Enter your student's username (WVEIS number) and password (Nicholas1). The password is case sensitive. Please make sure the password has a capital N. If you enter the password incorrectly three times, you will be locked out for five minutes.

Nothing will open in <u>McGraw-Hill</u> programs.

Mcgraw-Hill content can only be accessed using the Clever app.
Sign into Clever and choose McGraw Hill icon.
This will open your book in Safari.

You will need to make sure pop-ups are enabled in settings before books and assignments will open.

      <u>To Enable Pop-ups in **Safari**</u>:
4. Open the settings app, and scroll down the left panel to find safari.
5. On the right side, you will see "Block Pop-Ups," which is enabled by default (has a green box).
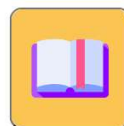6. Click the green box so that "block pop-ups" is not enabled.

      <u>To Enable Pop-ups in **Chrome**</u>:
1. Open the Chrome app.
2. Tap the three dots in the upper right corner.
3. Tap "Settings."
4. Scroll down and tap "Content Settings."
5. Turn off "Block Pop-ups."

My student can't get into <u>Pearson</u>.

You must access Pearson using the Clever app.
Sign into Clever and choose the Pearson icon.

Pearson

Log into Pearson with the student's username (WVEIS number) and password (last name in all caps).