



iPad Troubleshooting Tips!

If you find that things are not working quite right, please try the following troubleshooting steps.

Do a hard restart.

Hold down the Power button and the Home button at the same time until the Apple icon appears.



Close all open apps.

Do you have too many apps running? Double tap your home button and swipe away unused apps.

Check for updates.

Go to Settings > General > Software Update
Check that you are running the most current iOS.

Check Pop-up blockers.

[Click here to see how to turn check pop-up settings on Safari and Chrome.](#)

- Linked to HMH problems

Low Battery?

Do you need to charge your device?

*Did you charge your iPad, but it's still showing low battery? Restart it!

Refresh Browser



Website not loading?
Refresh your browser!

Clear your browser history

If you are having trouble logging in or websites are not loading correctly, clear your history/cache.

[Click here to see how to clear history on Safari and Chrome](#)

Check your app settings.

Go to Settings app.
Scroll down on the left to find the app.
Check permissions and settings for that app.



*If you are being asked for access to microphone, camera or photo access, check here to see if app is granting access.



Wifi

Are you connected to the internet?

Try turning Wifi off and then on again.



Typo?

Check that you typed everything correctly.
Double-check any codes or information given to you by your teacher

Correct username/password

Check that your username and passwords are being entered correctly.
Check your spelling. Do you have caps lock on? Is there an extra space that doesn't need to be there?



Press Undo

Accidentally click on something? Delete something you shouldn't have?

Check Volume

Is your volume turned down? Are your headphones plugged in all the way? Is your headphone jack clogged?

Microphone Settings

There are two microphones on your iPad - at the very top and on the back towards the top.
Check that they are clear of debris and uncovered while recording.

If you are using a separate microphone, make sure it's plugged in all the way.

