

Top 3 Troubleshooting on student iPads

eMail

- Concern: Students are unable to send or receive eMail
- iOS 14 and newer
 - Settings > Mail > Accounts > Gmail > Re-Enter Password
- iOS 13
 - Settings > Password & Accounts > Gmail > Re-Enter Password

Unseen Files

- Concern: Student states they are unable to see files when attempting to submit work. This could be due to two reasons
 - 1. They need to sign into their School Managed Apple ID go to
 - Settings > Apple ID at the Top with their name > Sign in with same password they use for canvas. If this doesn't work have them email GetHelp@bishopchatard.org
 - 2. A software concern. They need to update to iOS 14.2
 - Settings > General > Software Update > Download & Install

Lock Down Browser

- Concern 1: (AP ONLY) students should use a Web Browser first to get to the test or quiz and allow for the AP website to open LDB for the students.
- Concern 2: Students are stuck in LDB or LDB has Frozen on them.
 - Hold down bot the "Sleep/Wake" button and the "Home" button at the same time.
 - When the screen goes black let got of the "Home" button however, keep holding the "Sleep/Wake"
 - Wait for the Apple Logo to appear and then let go of the "Sleep/Wake" button.
 - Log back in to Lock Down Browser and finish or submit your exam.