

iPad Troubleshooting

What do you do when your app isn't responding?

1. Restart the app-close and open the app
2. Restart your device
3. Update your device software and your apps
 - open the App Store and tap updates
 - if updates are available tap update all
4. Install another app
5. Reinstall the app
 - delete the app
 - press the home button
 - go to Appstore and download app again
6. Contact the developer
 - find the app in the App Store
 - tap the app, then tap reviews
 - tap app support

What to do when you accidentally delete an app from the iPad

1. Go into the Appstore and download again

How do you fix an iPad that is zoomed in?

1. Double tap it with three fingers.

iPad is really slow. What do you do?

- 1) Erase apps from memory
- 2) Restart iPad
- 3) Check storage to see if it's full and if it is erase apps, pictures, texts or videos that are taking up the most amount of storage

Your iPad won't charge. What do you do?

- 1) Ensure that the charger block is plugged into the wall socket.
- 2) Ensure that the USB is fully plugged into the block.
- 3) Ensure that the iPad piece is plugged into the iPad.
- 4) If that doesn't work then wiggle the charger.
- 5) if that doesn't work restart your iPad.
- 6) If that doesn't work then buy a new charger/block.

Macbook Troubleshooting

What to do when your internet window opens small?

1. You can click on the 2 Arrows in the top right corner.
2. Click, hold and drag anywhere on the outside of the browser
3. You can click on the green circle in the top left corner.
4. You plusimize the screen.

What do you do if your device won't connect with wifi?

1. Go to System Preferences then Network
2. Click the Wifi tab
3. Under Preferred Networks, select your wireless network
4. Click the - delete button
5. Turn off your wifi connection
6. Turn it back
7. Select and login into your wireless network. This will re-save your connection under Preferred Networks
8. Close your laptop and reopen it to the whether it worked.

What do you do if you headphones aren't working?

- Check Your Computer
 - Is the jack broken?
 - Is something inside it?
- Are the headphones inside the wrong hole?
 - Is it in the microphone hole?
- Check the headphones
 - Are they broken?
 - Are they not attached?
 - None of these...?
 - Go to the tech window

What do you do if your Trackpad doesn't work?

1. Restart your computer

2. Apply even pressure for 20 secs.
3. Clean trackpad with moist paper towel and dry paper towel.
4. Go to tech window.

What do you do when you get the spinning beach ball/wheel of death?

1. Wait for the program to respond before you do anything else.
2. If it doesn't stop for a while, do the following.
3. Apple Q out of the unneeded programs.
4. You can also attempt to force quit the program that is cause the spinning wheel of death.

If you have a flashing question mark on startup, what do you do?

1. restart your computer
2. go to tech window
3. get a new computer
4. refresh page
5. Go to tech window.

My Macbook won't turn on, what do I do?

1. Check the battery
2. Make sure the plugs are in the outlet.
3. If that doesn't work go to the tech window.

My website won't load, what do I do?

1. use another browser
2. check wifi signal
3. restart your computer
4. refresh
5. restart your internet

What do you do when your mouse doesn't show up?

1. restart
2. Take to the tech office to see if there is something wrong with the mouse

What do you do if your screen looks black, but you can see faint graphics on it?

1. Check the brightness.

2. Check your battery.

3. Close the lid and open it back up.

4. If number 3 doesn't work restart your macbook.

If your screen looks black but you can see faint graphics on it, you probably need to turn the brightness up. To do that press F2 at the top of your keyboard. If your brightness is all the way up, your backlight may be burnt out. If so, go to the tech window and ask for assistance.

What should you do when your computer won't turn on?

- 1: Make sure it is charged.
- 2: Hold in the power button
- 3: Adjust the lighting
- 4: Try a different outlet if charging
- 5: Unplug anything that is connected to the computer
- 6: Go to Tech window

What do I do, if the website won't load?

1. Refresh the page
2. Restarted computer and try it again
3. Go to the hub window and ask for assistance

What should I do when that rainbow circle starts spinning and won't stop? I like to call this the Spinning Wheel of Death :)

1. Turn on and off your computer
2. Force quit everything