



Quick Reference Troubleshooting Guide

This guide provides solutions to the most common problems encountered while managing, configuring, or using C3 IGNITE iPads.

Many issues can be resolved by updating the iPad OS to the latest version.

To update the iPadOS on your C3 IGNITE iPad:

In Workspace One:

- **Devices > List View.**
- Select **iPad(s) > More Actions > Choose latest available OS update.**
- Select **Update option.**
 - Download and install immediately **Quic**
 - Download and install later (OS will not install until administrator selects **Install previously downloaded update.**)

Or on the iPad:

- Connect to Wi-Fi (and Power.)
- **Settings > General > Software Update.**

If your device is updated to the latest iPadOS, continue below.

[Screen format and item locations may vary depending on device being used to access Apple School Manager or Workspace One]

Issue / Problem	Possible Reason / Solution
The iPad is damaged or defective.	iPads that are inoperable due to physical damage or defect, will need to be returned to the C3 IGNITE team for repair or replacement. <ul style="list-style-type: none">• Please refer to the Device Warranty and Insurance document for policy and instructions: (WarrantyGuide2023.pdf)
I need to reset my Apple School Manager (ASM) or Workspace One login?	Submit a ticket with the C3 Support Center* and select Help Topic: C3 IGNITE Apple School Manager (ASM) or C3 IGNITE Workspace One (WS1). Link: C3 Help Desk (la-archdiocese.org)
iPad will not turn on or is frozen	Force Reboot the device: <ul style="list-style-type: none">• Press and hold the Home and Power button simultaneously until the Apple logo appears.• Consider using <u>Apple Configurator software</u> on a Mac to Restore an iPad.<ul style="list-style-type: none">○ https://support.apple.com/en-us/HT212017

<p>iPad displays a “Remote Management” Login Screen</p>	<p>iPad needs to be re-enrolled with a User Account. (Wiped/reset)</p> <ul style="list-style-type: none"> • Connect to <u>Wi-Fi</u> and enter school assigned <u>User account</u> (i.e. <i>shf123</i>) and enrollment password. (usually <i>jkl</i>) • Complete all prompts. • Also see this link for full .
<p>I need to reset the iPad’s passcode</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. <ul style="list-style-type: none"> ○ Open Device Details > More Actions > <u>Clear Passcode</u> > Device. <p>On the iPad:</p> <ul style="list-style-type: none"> • Make sure iPad has Wi-Fi or Cellular Service • Press Power or Home button on iPad. • iPad will unlock and prompt to select a new passcode.
<p>Device does not have T-Mobile LTE Wireless Data Service</p>	<p>Check Wireless Service Options:</p> <ul style="list-style-type: none"> • Make sure iPad is not in Airplane Mode or connected to Wi-Fi. • Verify <u>Wireless Service</u>. <ul style="list-style-type: none"> ○ Under Settings > Cellular Data, verify that Cellular Plans has T-Mobile selected and under Network Selection indicates T-Mobile. • Update <u>Wireless Service</u>. <ul style="list-style-type: none"> ○ Settings > Reset > Subscriber Services > Reprovision Account. <p>Contact C3 IGNITE with <u>Phone</u> and <u>IMEI #</u> of devices.</p>
<p>The App isn’t downloading</p>	<p>On the iPad:</p> <ul style="list-style-type: none"> • Connect iPad to Wi-Fi and retry. <ul style="list-style-type: none"> ○ Apps over 200 MB in size may require a Wi-Fi connection to download content. • App is ‘grayed out or says ‘Waiting” <ul style="list-style-type: none"> ○ Verify connected to Wi-Fi, tap on App to resume download. • App download may have become corrupted. <ul style="list-style-type: none"> ○ Delete App from iPad. Use <u>Catalog</u> to reinstall. <p>In Workspace One:</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. <ul style="list-style-type: none"> ○ In Details View, go to the Apps tab. ○ Verify app is listed for the iPad ○ Select <u>App</u> > choose Install. • Under Resources > Apps > Native > Purchased <ul style="list-style-type: none"> ○ Check <u>Managed Distribution</u> to verify licenses are available.

	<ul style="list-style-type: none"> ○ Confirm the iPad is assigned to the appropriate Group with app. <p>Confirm Enable Device Assignment is selected for the app.</p>
<p>The iPad is missing an app</p>	<p>On the iPad:</p> <ul style="list-style-type: none"> • Power cycle the device. • Apps may need to be installed or updated. <ul style="list-style-type: none"> ○ Open Catalog ○ Locate <u>App</u> ○ Tap Install, tap Install again. • iPad OS may need Updating. <p>In Workspace One:</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. • In Details View, go to the Apps tab . <ul style="list-style-type: none"> ○ Verify app is listed for the iPad ○ Select <u>App</u> > choose Install. • Under Resources > Apps > Native > Purchased <ul style="list-style-type: none"> ○ Check Managed Distribution to verify licenses are available. ○ Confirm the iPad is assigned to the appropriate Group with app. ○ Confirm Enable Device Assignment is selected for the app.
<p>An App is prompting to be updated and opening the App Store</p>	<p>On the iPad:</p> <ul style="list-style-type: none"> • Power cycle the device. • Connect to Wi-Fi. • Apps may need to be installed or updated. <ul style="list-style-type: none"> ○ Open Catalog > Locate <u>App</u> > Install > Install again. <p>If the App is not listed in the Catalog, use <u>Workspace One</u> to verify the iPad is assigned to have the app.</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. • In Details View, go to the Apps tab . <ul style="list-style-type: none"> ○ Verify app is listed for the iPad ○ Select <u>App</u> > choose Install. • Resources > Apps > Native > Purchased <ul style="list-style-type: none"> ○ Confirm Enable Device Assignment is selected for the app.
<p>The iPad is Lost / Missing.</p>	<p>Place the C3 IGNITE iPad in Lost Mode (Workspace One)</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. • Open Device Details > More Actions > Lost Mode. • Enter appropriate <u>message / contact Info</u> > Enable. • Use the Location tab to identify possible iPad's location.

	<ul style="list-style-type: none"> ○ Have appropriate authorities handle off-campus device retrieval. ○ Contact C3 IGNITE for replacement options. <ul style="list-style-type: none"> ▪ A police report is REQUIRED for replacement of iPad.
<p>How do I locate an iPad. (Workspace One)</p>	<p>iPad must be placed in Lost Mode.</p> <ul style="list-style-type: none"> • Enabling <u>Lost Mode</u>, open the Location tab.
<p>How do I remove Lost Mode from an iPad.</p>	<p>In Workspace One:</p> <ul style="list-style-type: none"> • Under Devices > List View > Search for and select device. • Open Device Details > More Actions > Disable Lost Mode.

For additional assistance, please open a ticket in the **C3 Support Center *** and select Help Topic: **C3 IGNITE | Troubleshooting**. Link: [C3 Help Desk \(la-archdiocese.org\)](https://la-archdiocese.org)

**ACES/la-archdiocese.org account required for access*