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 <u>iPad</u>(s) > **More Actions** > **Choose latest available OS update.**
• Select **Update option.**
    o Download and install immediately
    o Download and install later (OS will not install until administrator selects **Install previously downloaded update.**)
 	
Or on the iPad:
 	
• Connect to <u>Wi-Fi</u> (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. • Please refer to the Device Warranty and Insurance document for policy and instructions: (C3 *Warranty*.)
I need to reset my Apple School Manager (ASM) or Workspace One login?	Open an Help Ticket. ADLA Administrative Offices Support (la-archdiocese.org)
iPad will not turn on or is frozen	Force Reboot the device: • 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. o https://support.apple.com/en-us/HT212017
iPad displays a "Remote Management" Login Screen	iPad needs to be re-enrolled with a **User Account**. (Wiped/reset) • Connect to <u>Wi-Fi</u> and enter school assigned <u>User account</u> (i.e. *shf123*) and enrollment password. (usually *jkl*) • Complete all **prompts**.

	• Also see this link for full [enrollment process](#).
I need to reset the iPad's passcode	In **Workspace One**: • Under **Devices** > **List View** > Search for and select device. ○ Open **Device Details** > **More Actions** > <u>Clear Passcode</u> > **Device**. On the **iPad**: • 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**.

Device does not have T-Mobile LTE Wireless Data Service	Check **Wireless Service** Options:
	
	• Make sure iPad is not in Airplane Mode or connected to Wi-Fi.
	• Verify <u>Wireless Service</u>.
	   ○ Under **Settings** > **Cellular Data**, verify that Cellular Plans has T-Mobile selected and under Network Selection indicates T-Mobile.
	• Update <u>Wireless Service</u>.
	   ○ **Settings** > **Reset** > **Subscriber Services** > **Reprovision Account**.
	
	Contact **C3 IGNITE** with <u>Phone</u> and <u>IMEI #</u> of devices.

The App isn't downloading	On the **iPad**:
	
	• Connect iPad to Wi-Fi and retry.
	   ○ Apps over 200 MB in size may require a Wi-Fi connection to download content.
	• App is 'grayed out or says 'Waiting"
	   ○ Verify connected to Wi-Fi, tap on App to resume download.
	• App download may have become corrupted.
	   ○ Delete App from iPad. Use <u>Catalog</u> to reinstall.
	
	In **Workspace One**:
	
	• Under **Devices** > **List View** > Search for and select device.
	   ○ 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**
	   ○ Check <u>Managed Distribution</u> 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.

The iPad is missing an app	On the **iPad**:
	
	• Power cycle the device.
	• **Apps** may need to be installed or updated.
	   ○ Open **Catalog**
	   ○ Locate <u>App</u>
	   ○ Tap **Install,** tap **Install** again.

	• iPad OS may need Updating. In **Workspace One**: • Under **Devices** > **List View** > Search for and select device. • In **Details View**, go to the **Apps tab** . o Verify app is listed for the iPad o Select <u>App</u> > choose **Install**. • Under **Resources** > **Apps** > **Native** > **Purchased** o Check Managed Distribution to verify licenses are available. o Confirm the iPad is assigned to the appropriate Group with app. o Confirm **Enable Device Assignment** is selected for the app.
An App is prompting to be updated and opening the App Store	On the **iPad**: • Power cycle the device. • Connect to **Wi-Fi.** • **Apps** may need to be installed or updated. o Open **Catalog** > Locate <u>App</u> > **Install** > **Install** again. If the App is not listed in the Catalog, use <u>Workspace One</u> to verify the iPad is assigned to have the app. • Under **Devices** > **List View** > Search for and select device. • In **Details View**, go to the **Apps tab** . o Verify app is listed for the iPad o Select <u>App</u> > choose **Install**. • **Resources** > **Apps** > **Native** > **Purchased** o Confirm **Enable Device Assignment** is selected for the app.
The iPad is Lost / Missing.	Place the C3 IGNITE iPad in **Lost Mode** (Workspace One) • 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. o Have appropriate authorities handle off-campus device retrieval. o Contact C3 IGNITE for replacement options. ▪ A police report is **REQUIRED** for replacement of iPad.
How do I locate an iPad. (Workspace One)	iPad must be placed in **Lost Mode**. • Enabling <u>Lost Mode</u>, open the **Location tab**.
How do I remove Lost Mode from an iPad.	In **Workspace One**: • 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 **ACC Help Desk** > <u>Help Topic:</u> **C3 IGNITE / Troubleshooting**.

LInk: [ADLA Administrative Offices Support (la-archdiocese.org)](la-archdiocese.org)

Instructions: https://tinyurl.com/y4cwxuyp

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