

# Wi-Fi not Working on your iPad at School/Home

## Best Practices at School:

- ❖ Close your apps
  - Double Click on the “Home” button
  - When all apps appear, swipe up (towards the top of the iPad) to close apps
- ❖ Turn off your Background App Refresh
  - Go to Setting >General>Background App Refresh
- ❖ Backup your work/documents to Office 365 or iCloud
- ❖ Make sure your iPad isn't on Airplane mode. If it is, turn Airplane mode off
- ❖ Try connecting the iPad to the Guest network at school
- ❖ Turn your iPad off a least once a week

## Best Practices at Home:

**\*\*\*Check with your parent/guardian to see if there is a limit on how many devices can be on the network at home and increase the limit at home if needed.**

Can you see your home Wi-Fi name? Is there a lock symbol indicating that you need a password to get on your home Wi-Fi? Is the Correct password for your home Wi-Fi being used? If you can answer “YES” to these questions, then try these steps at home:

1. Turn off your iPad Wi-Fi
  - a. Go to Settings>Wi-Fi> toggle button to OFF...then turn it back on
2. Reset Network settings on your iPad
  - a. Go to Settings>General>Reset>Reset Network Settings
  - b. Try to reconnect to your home Wi-Fi

iPad still not working at home (after trying the above steps):

1. Forget Home Network
  - a. Go to Settings>Wi-Fi>Click on your home network>Forget this Network
  - b. Reconnect to Home Wi-Fi

STILL not working at Home:

Contact Jenn Ellis [jellis@enfieldschools.org](mailto:jellis@enfieldschools.org)

OR

If you feel confident that you can handle the Erasure and Reset yourself, here are the steps

1. Make sure all work/documents are backed up to your Office 365 account
2. Go to Settings>General>Reset>Erase all content and Settings
3. Now re-sign into your iPad using your Office 365 username (your school email) and current password. Enable notifications as you complete the sign in procedure.
4. Once sign in procedure is complete try to reconnect to your home Wi-Fi

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