

# Kindergarten iPad Troubleshooting

## Parent Guide

This is an easy guide for parents who may be having trouble logging in or accessing Teams/Schoology.

Before moving on to following solutions. Please shut down the iPad first and follow these [instructions](#)

If the problem is not resolved, move on to next steps.

Try the following options to make sure your iPad is running properly.

Option 1:

Make sure you are logged into the Teams App before going to Schoology.

Video Instructions

[LINK](#)


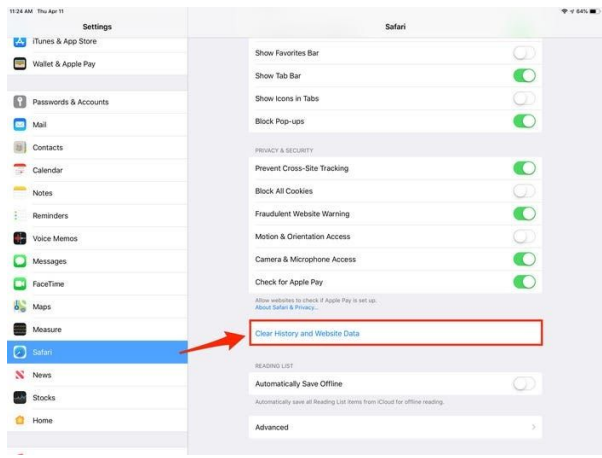




## Option 2:

### Clearing the iPad Cache:

The cache might need to be cleared in order to link to Teams.

[Video](#)

<p>Step 1: Find the settings app on the iPad and open it.</p>	
<p>Step 2: Find the Safari tab and then click on clear history and browser data</p>	
<p>Step 3: Restart iPad and follow these <a href="#">instructions</a></p>	<p> <a href="#">Student iPad Setup Directions</a></p> <p>Use these step-by-step directions to set up your student's iPad. It's important to follow all of the directions carefully and in the right order to ensure your student's iPad is set up to use <b>before their first day of school.</b></p> <p>Spending the time to set up this iPad using your child's HCPS username and password will allow them to work at a more independent level during their school day.</p> <div data-bbox="1175 1486 1422 1738"><p><b>What You Need for Setup:</b></p><ul style="list-style-type: none"><li>• Name and Password for your Wifi connection</li><li>• Your student's HCPS Username and Password (if you need assistance with your student's login/password, please email <a href="mailto:helpdesk@henrico.k12.va.us">helpdesk@henrico.k12.va.us</a>)</li></ul></div>