


# HAVING TECH TROUBLE?

Try these tips before going to the Center for Innovation, Technology, & Training

## iPad Troubleshooting Tips

1. **Install** any available software update
2. **Hard restart the device**- hold the power button & home button until the Apple appears on screen
3. **Close all open tabs in Safari**- tap and hold the 4 boxes icon  in the upper right corner of Safari and select *Close All Tabs*
4. **Turn off "Prevent Cross Site Tracking" in Safari's settings**- Settings-> Safari-> Prevent cross site tracking-> Toggle off
5. **Clear website data**- Settings-> Safari-> Advanced> Website Data-> Remove All Website Data
6. **Turn off Low Power mode**- Settings-> Battery-> Low Power Mode-> Toggle Off
7. **Check the device storage** and clear any apps that aren't supporting BPS curriculum, clear the camera roll

## STILL HAVING ISSUES..

- Try the BPS Live Chat Support

<https://help.buffaloschools.org/>

- Call the BPS IT Help Desk (716) 816-7100
- Visit The CITT at 1515 South Park Ave.\*

\*Check [www.buffaloschools.org](http://www.buffaloschools.org) for current hours of operation