

IPAD TROUBLESHOOTING



The following tips should fix MOST issues with the iPad

1. Go to Settings→Safari
 - a. Select Clear History and Browsing Data .
 - b. Check that WiFi is connected and **sign in to Lightspeed again.**
2. Do a hard reset on your iPad by pressing and holding BOTH the home and power button at the same time, until it goes black and you see the Apple logo reappear.
 - a. Check that WiFi is connected and **sign in to Lightspeed again.**
3. Check These Settings:
 - a. Settings→Safari
 - i. Make sure that Prevent Cross-Site Tracking and Block Popups are turned OFF
 - b. Settings→General→Software Update
 - i. Make sure your iPad updated to iOS 13.4.1
 - c. Settings→Privacy
 - i. Make sure Location Services are turned ON
4. Delete the App that is giving you trouble, clear the history, **sign in to Lightspeed**, and download the App again.
5. Go to Settings→General→Reset
 - a. Select Reset Network Settings
 - b. Once it loads back up, check Settings→Privacy→Make sure that location services is turned on.
 - c. Reconnect to your home network and **sign in to Lightspeed again.**
6. Unplug your home router for 10 seconds and then plug it back in.
 - a. Reconnect to your home network and **sign in to Lightspeed again.**