iPad & Macbook Air Troubleshooting FAQ

Device Care

Cleaning

Macbook Air Cleaning Guide [Here](#)

Ipad Cleaning

ONLY USE - Electronics safe wipes OR 70% Isopropyl Alcohol and microfiber cloth/school paper towel. Q-tip can be used to clean the charging port or hard to reach areas on the keyboard.

These materials are used to clean all external surfaces of the laptop and charger. In all cases,
1. turn the laptop off and unplug the charger before cleaning.

2. 2. If you are not using electronics safe wipes, pour a quarter-sized amount of isopropyl alcohol onto cloth/paper towel, then wipe the computer.
3. Make sure all alcohol has evaporated and the computer and charger are dry before powering on.

Please do not use rubbing alcohol as it often contains water and scents, or household cleaners
such as Windex, 409, etc. These will damage the computer.

iPad

Unable to connect to wifi

*Check your home network with another device first if possible. Contact your Internet Service Provider for assistance if your home network is down.

Connect to home wifi

1. From your Home screen, go to Settings > Wi-Fi.
2. Turn on Wi-Fi. Your device will automatically search for available Wi-Fi networks.
3. Tap the name of the Wi-Fi network that you want to join. (Taken from Apple Support) https://support.apple.com/en-us/HT202639

Check Global protect

1. Find the Global Protect App
2. Make Sure you are connected, if not press Connect
3. If still not working, check the username and password in settings.
4. The portal address is: gp.ksbe.edu
5. Username is your m24******. Use your assigned password.
6. If the above steps fail, please contact your appropriate support person below

Slow/Frozen Apps

Perform a Hard Reset on the iPad

1. Press and hold the top button and the Home button at the same time. When the Apple logo appears, release both buttons. (Taken from Apple Support)
   https://support.apple.com/guide/ipad/restart-ipad-ipad63d30b5a/ipados
2. If the above steps fail, please contact your appropriate support person below

Volume up/down buttons

Top button   Top button

Home button
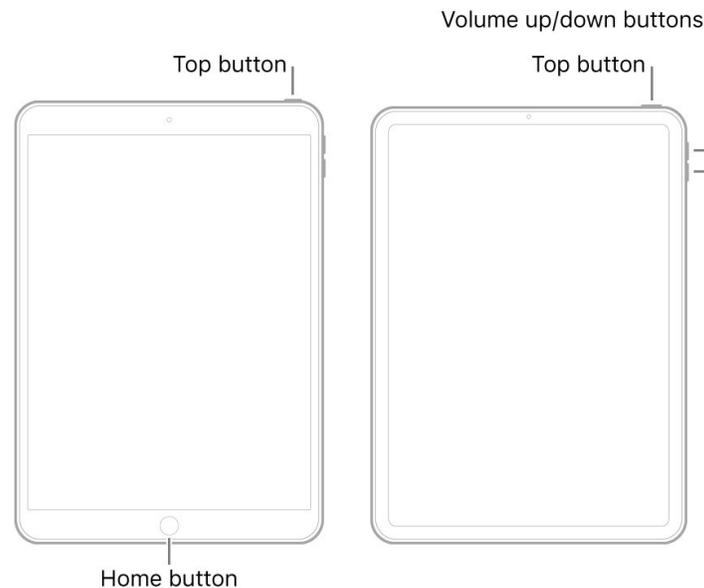
MacBook Air

Important Information

1. **Do not let the battery drain on the MacBook Air**. This can cause the date and time to reset and you will not be able to log online. The laptop will need to come back to campus to be fixed

Unable to connect to home wifi

1. Check your Date and Time. These need to be correct. Our internet security checks the date and time. ***IF YOUR DATE AND TIME IS INCORRECT, THE LAPTOP MUST COME BACK TO CAMPUS TO BE FIXED***
2. Check to see if Global Protect is connected. Please see the guide HERE. ***Use your m24duakan number for the username. NOT your email.

3. Check to see if you are trying to connect to your home network. Please see the guide [HERE](#).
4. If the above steps fail, please contact your appropriate support person below.

Youtube restricting/blocking videos

1. Ensure "Restricted Mode" is enabled. See the guide [HERE](#)
2. Restart (NOT SLEEP) the computer
3. If the video is still blocked, try accessing from another device.
4. If you do not have access to another device contact your appropriate support person below.

Software is not installing from Self-Service

1. **NO Error Message**; option to install reappears: The software may be installed. Check by searching for the program in LaunchPad (Grey Rocket), or command+spacebar and type the name. You can also watch the program's installation status in LaunchPad. It is RECOMMENDED to restart your computer after installing any new software
2. **Red Error Message**: Please wait a few minutes and try again. If not, restart your laptop and try once more.
3. If the above steps fail, please contact your appropriate support person below.

Software/browsers is slow/freezing

1. Close all unnecessary programs/browser tabs.
2. Restart the computer
3. If the above steps fail, please contact your appropriate support person below.

Laptop Fan Always on High; Slow Performance; Not charging; Closing Cover does Not Enable Sleep:

1. If you are having any of the above challenges please try an SMC Reset (**taken from Apple Support**)
   https://support.apple.com/en-us/HT201295

   1. Shut Down Your Mac and Connect to Power

   2. On your built-in keyboard, press and hold all of these keys:

- Shift on the left side of your keyboard

- Control on the left side of your keyboard

- Option (Alt) on the left side of your keyboard

3. While holding all three keys, press and hold the power button as well.
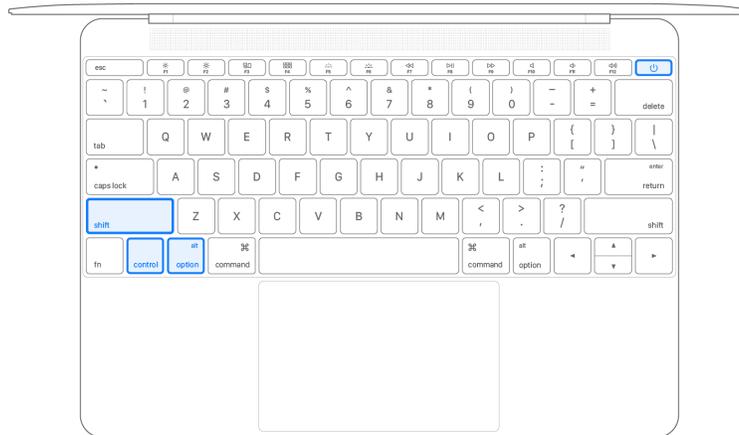
4. Keep holding all four keys for 10 seconds.

5. Release all keys, then press the power button to turn on your Mac.

Support Contacts

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