

iPad Support Page

Many of your tech issues are answered below. Please read this page first before contacting the Technology Department. If your questions are not answered below, you may contact the Technology Department at learning@nwsc.k12.in.us or (765) 457-8101 ext. 3576.

General Issues: These steps will solve many iPad issues. See below for specific issues.

1. Hard reset your iPad (hold Power button and Home button at same time for 10 seconds).
2. Assure Date and Time are set correctly. Go to Settings, General, Date & Time, be sure Set Automatically is on.
3. Make sure you are using the newest version of the app.
4. Allow Cookies - Settings, Safari, change Block Cookies to Always Allow.
5. Clear History and Website Data – Settings, Safari, Clear History and Website Data.

Issue: Connecting to wifi

Solution(s):

6. Be sure you have connected to wifi spot by going to Settings, Wi-Fi, and choose the name of the network. You may be prompted for a password
7. Be sure to tap on the Login at Home icon on your iPad. You will need to enter your school username and password.
8. Turn wifi off and back on.
9. Hard reset your iPad (hold Power button and Home button at same time for 10 seconds)

Issue: Student email not receiving email

Solution(s):

1. Use the web version of student email. Go to Intranet, Students, Student Email. You will need to login with your school username and password.
---- OR ---
2. Set up account again. Delete old account (you will not lose emails). There are directions on the iPad under an icon called Student Email.

Issue: Student email not sending email

Solution(s):

1. Use the web version of student email. Go to Intranet, Students, Student Email. You will need to login with your school username and password.
---- OR ---

2. Set up account again. Delete old account (you will not lose emails). There are directions on the iPad under an icon called Student Email.

Issue: Can't login to eBackpack

Solution(s):

1. For the top box of the login screen, you will need to type in Northwestern for the account name. Use your school username and password for the other 2 boxes.

Issue: Showbie not working

Solution(s):

1. There have been a few issues lately of Showbie not working correctly. Be sure to update to the latest version of Showbie.
2. Assure Date and Time are set correctly. Go to Settings, General, Date & Time, be sure Set Automatically is on.
3. IF you know your Showbie username and password, you may try deleting the app and installing it again. Please do not delete the app if you do not know your username and password.

Issue: When I open an app, it asks for the password for nestigers@nWSC.k12.in.us

Solution(s):

1. This issue is not regarding if you are trying to update apps in the App Store.
2. If you are opening an app and are prompted for the password, unfortunately, there is no solution from home. The iPad will have to be plugged into our main system and be fixed.