

iPad Help 'I have forgotten my iPad passcode'

1) If you can see the Wi-Fi icon

- Email: ipadinfo@ilkleygs.co.uk leave the iPad switched on we and we may be able to unlock it remotely.

2) If you can't up see the Wi-Fi icon we can erase and restore the iPad at school.

- Please email: ipadinfo@ilkleygs.co.uk to arrange a time for you to drop off your iPad at reception, currently IT staff are only in Wednesday morning
- We will need the student's windows login details.
- We will email you when it is done and leave it in the foyer by main reception ready for you to pick up.

3) If you can't see the Wi-Fi icon you can erase and restore the iPad from home.

- Install iTunes: <https://www.apple.com/uk/itunes/>
- Follow these instructions for wiping the iPad: <https://support.apple.com/en-gb/HT204306>
- Then restore it from backup using studentusername@appleid.ilkleygs.co.uk and the password is the last four digits of their username.
- Please email ipadinfo@ilkleygs.co.uk if the passcode doesn't work and we will reset it, or you were successful in restoring the iPad so can check all the settings have installed correctly.