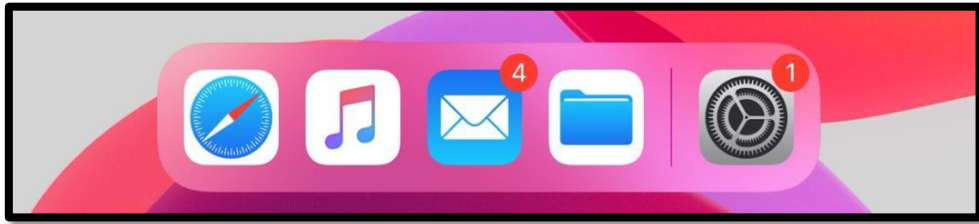
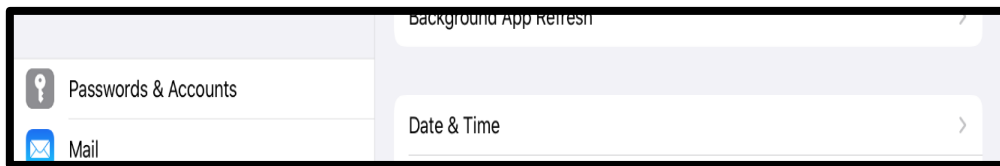


## iPad Help # 1 'My email is not working'

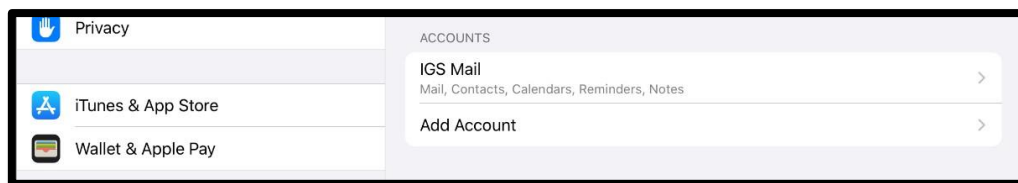
- 1) Go to Settings (the grey cog)



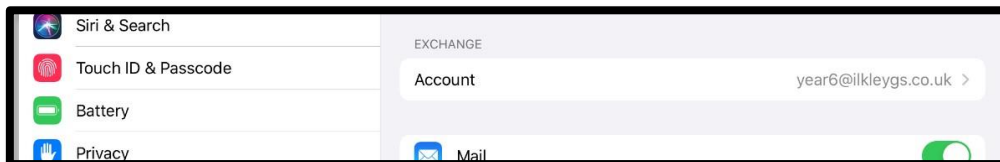
- 2) Go to Password and Account



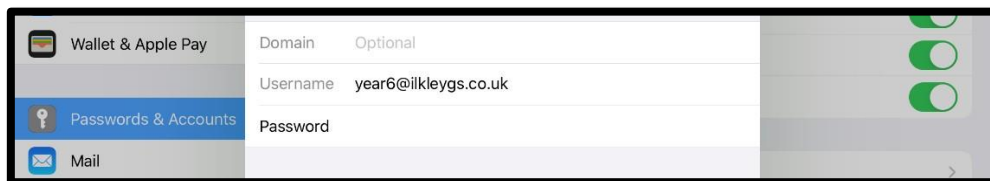
- 3) Click on IGS Mail



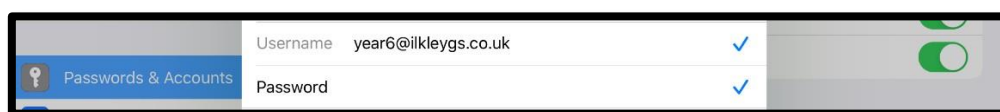
- 4) Select Account, it will say your email address



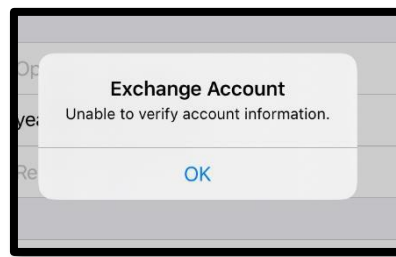
- 5) Please type your school computer password in Password



- 6) Click 'Done' at the top right-hand corner. If you get a row of ticks, you have successfully added your email



- 7) If you don't get the ticks or you get a pop up that says 'Unable to verify account information' then check your iPad is connected to your home Wi-Fi and then restart your iPad by pressing the home button and power button for 5 seconds or so until it powers off.



- 8) Repeat the step 1 to 5 and try again.
- 9) If this doesn't work please email [ipadinfo@ilkleygs.co.uk](mailto:ipadinfo@ilkleygs.co.uk) and in the subject type your username and then password reset and we will reset your password. Then we will email you when it is done with your new password. Then try steps 1 to 5 again typing the password carefully
- 10) If this doesn't work or your email address isn't showing up then email [ipadinfo@ilkleygs.co.uk](mailto:ipadinfo@ilkleygs.co.uk) and we will get back to you as soon as possible.
- 11) You can, in the meantime, access your email by logging into <https://www.office.com/> using your email address and computer login password.