

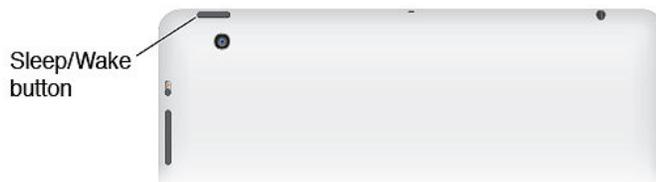
RESETTING a “LOCKED” iPad to FACTORY SETTINGS

NOTE: This procedure is **ONLY for IEP-Mandated iPads**. If the device is part of your School’s Inventory (i.e. programmatic iPads), then you need to speak with your Administration to find out what your school’s repair procedures are.

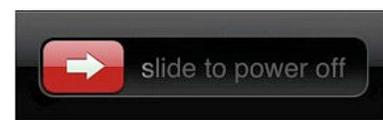
Perform the **RECOVERY MODE** Procedure below if the **IEP-MANDATED** iPad is “locked” because of a...

- a. **Lost SECURITY CODE**
- b. **Lost RESTRICTION CODE** that prevents functional use of the iPad
- c. **Lost GUIDED ACCESS CODE**

1. **TURN OFF the iPad:** Turn off the device by pressing and holding down the **SLEEP/WAKE BUTTON** (this is the button at the top border of the iPad; see image below). The **POWER OFF SLIDER** should appear on the screen. Drag the slider to the right to turn the device off.



Sleep/Wake Button



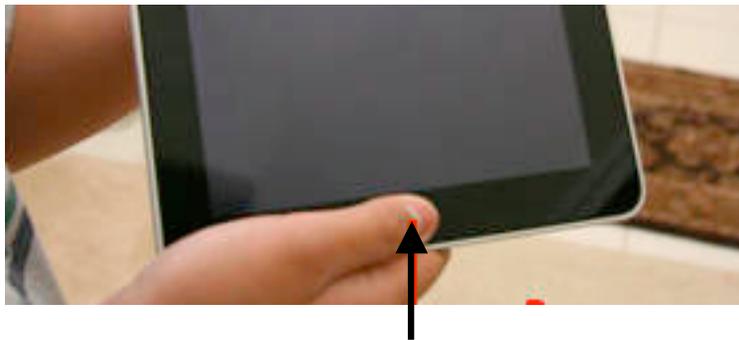
Power Off Slider

2. Plug the **USB CABLE** to a **COMPUTER** with **iTUNES**.

NOTE: DO NOT CONNECT the iPad to the USB cable for now.



3. **PRESS** and **HOLD DOWN** the **HOME BUTTON** of the iPad.

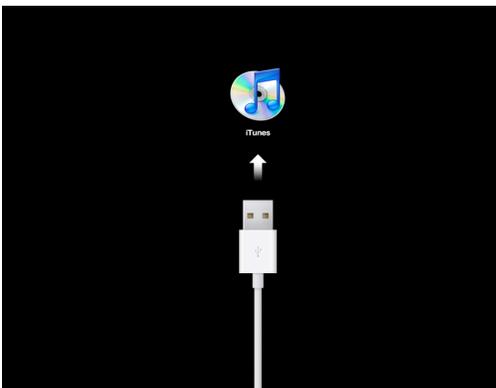


Hold down HOME BUTTON

4. **CONNECT** the **USB CABLE** to the iPad (**NOTE: Keep holding down the Home Button**).



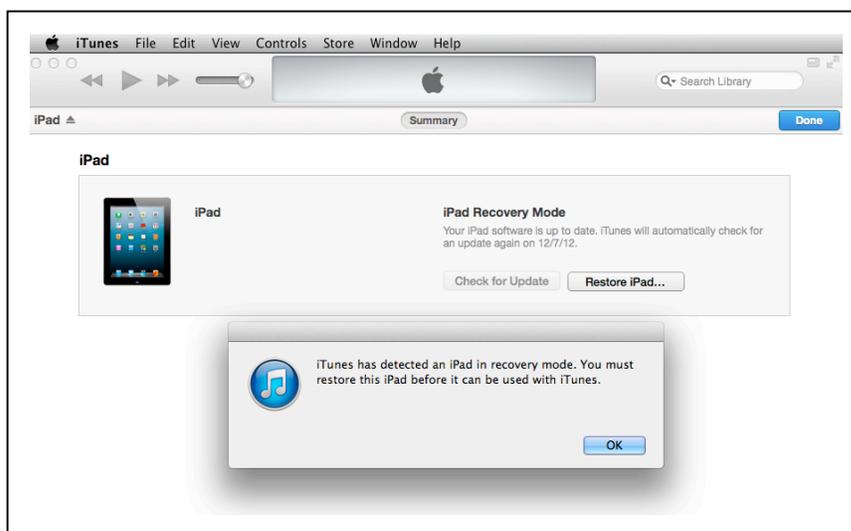
5. Wait for the “**Connect to iTunes**” screen to appear on the iPad. When this screen appears, you may release the Home Button.



6. The **iTUNES** of your **COMPUTER** should now display a message saying:

“iTunes has detected an iPad in Recovery Mode. You must restore this iPad before it can be used with iTunes.”

Click “**OK**” then click on the “**RESTORE iPad**” button to reset the iPad to factory settings.



7. You must now perform the “**PROCEDURE ON SETTING UP A NEW IPAD.**” However, **YOU DON’T NEED TO SETUP A NEW GMAIL or APPLE ACCOUNT.** This should already exist. When prompted, just enter the **Serial Number of the iPad** as the **Apple ID**:

Apple ID: SerialNumber@gmail.com
Password: District75

8. **Search for the previously installed App in the App Store.** It should be available to **install for FREE.** Just click on “**cloud icon**” adjacent to the app.

END ☺