

LightSail Troubleshooting

Having trouble with LightSail? Try these tips to clear it up and get back to reading!

I. TRY AGAIN

Sometimes just repeating what you were trying to do can fix the problem.

II. HARD QUIT THE APP

To hard quit, double tap the iPad's home button and swipe the app up.

III. TOGGLE YOUR WIFI ON AND OFF

Disconnect and reconnect your wifi to reset the Internet connection.

IV. RESTART YOUR IPAD

Rebooting your iPad can help to clear up any problems in the background.

V. TRY ANOTHER IPAD

This will help you identify whether the problem is due to the iPad or is a glitch in the app.

VI. HAVE A TEACHER EMAIL LIGHTSAIL SUPPORT

Ask your teacher to email support@lightsailed.com on your behalf. No problem is too small!