

LightSail iOS Quick Fix Guide

Problem: You are unable to use the LightSail app, or it's behaving erratically.

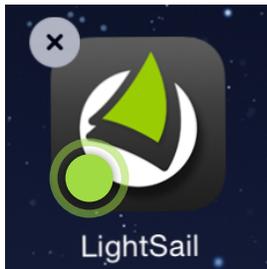
Solution: Delete the LightSail App from the iPad and then reinstall.

Overview of Steps:

- Delete LightSail from the iPad
- Reset all settings through the iPad's Settings app
- Reinstall LightSail onto the iPad, either through the Apple App Store or through a link

I. Delete the LightSail App from the iPad

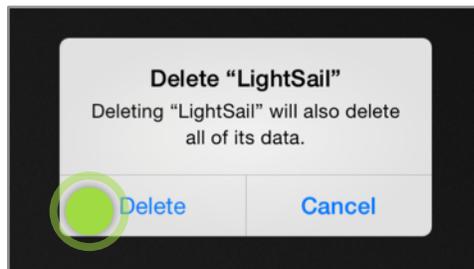
1. Tap and hold the **LightSail icon** until it jiggles and a gray circle with an X appears.



2. Tap on the X. A pop-up box that reads **Delete LightSail** will appear.



3. Click **Delete**.

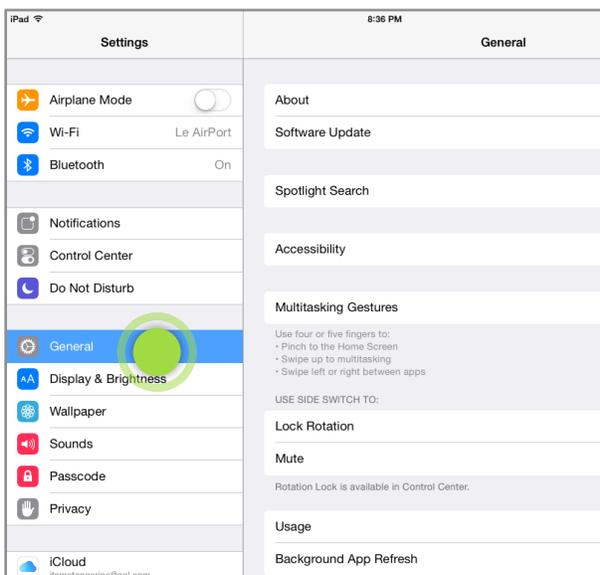


II. Reset All Settings

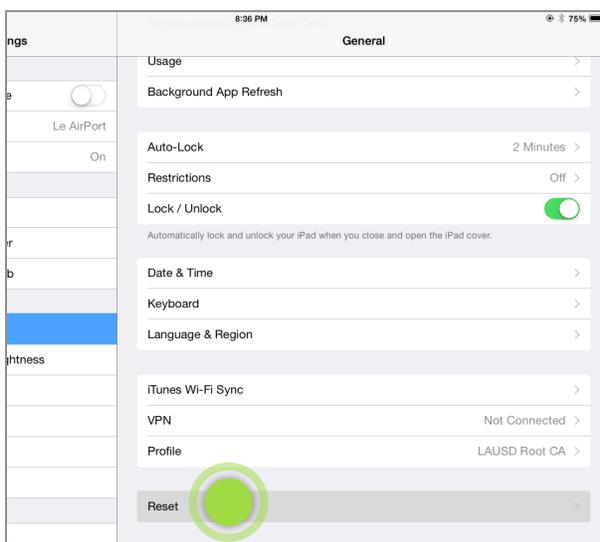
1. Tap the **iPad Settings** icon.



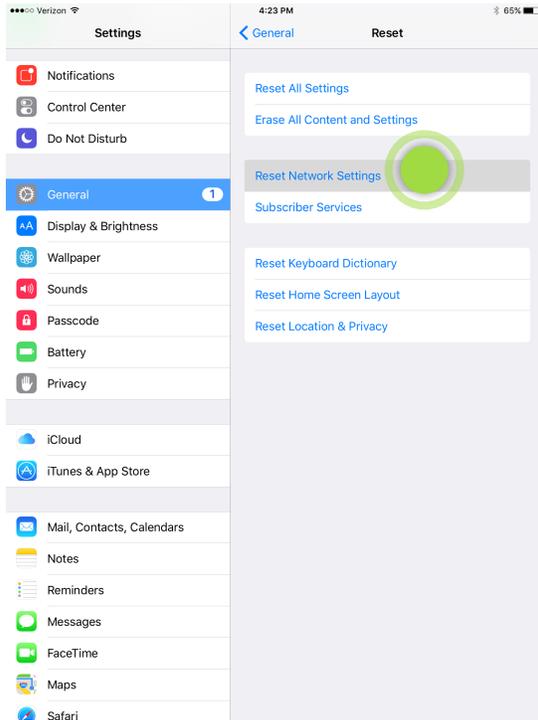
2. Tap **General**.



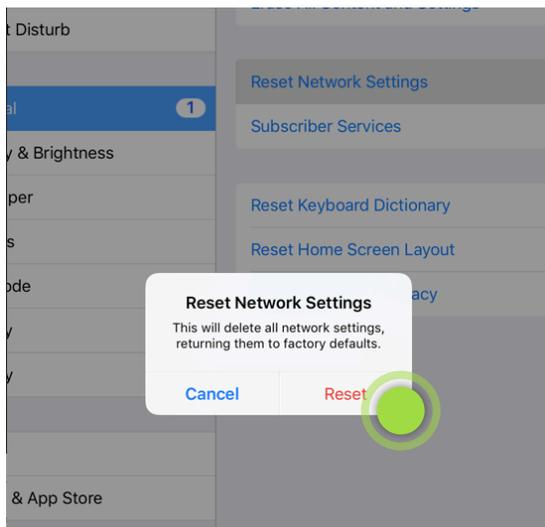
3. Scroll down on the right pane until you see **Reset**. Tap **Reset**.



4. Select **Reset Network Settings**. (Note: Do not select **Erase All Content and Settings**.)



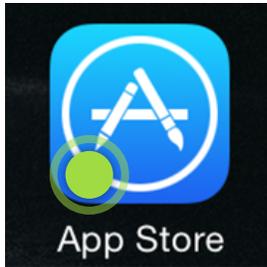
5. A pop-up box that reads **Reset Network Settings** will appear. Tap **Reset**.



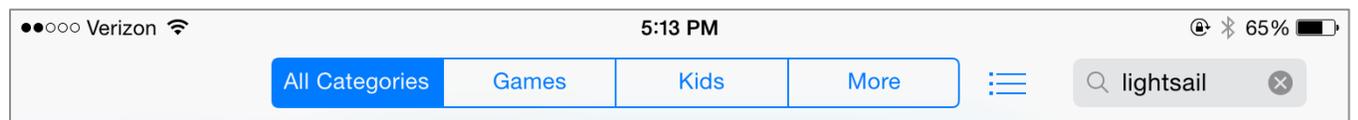
III. Reinstall LightSail onto the iPad

Go to the Apple App Store (an Apple ID is required).

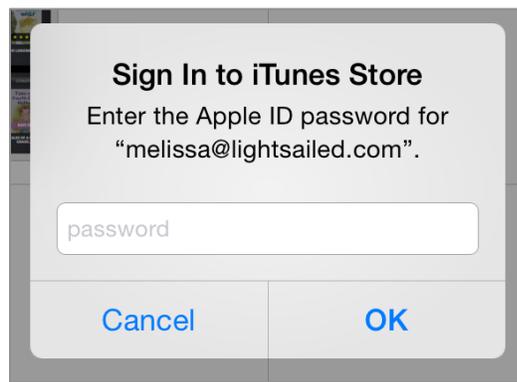
1. Tap on the icon for the **App Store**.



2. In the App Store, type **LightSail** in the search box at the top right corner.



3. Locate LightSail Education. Tap **Free**. Note: If you have previously used the App Store to install LightSail on this iPad, you will see a small cloud icon. Tap the cloud to install LightSail.
4. The **Free** button will change to say **Install**. Tap **Install**.
5. If prompted, type your Apple ID password.



6. The LightSail app will begin to download immediately.
7. Tap **Open**. This will take you directly to the LightSail app.
8. Log in and access a book.