



Troubleshooting Your iPad



What if an app isn't working?

Step 1: Double tap the home button and swipe up on the app's window. Then, try again.

Still not working?

Step 2: Turn the iPad off, wait 10 seconds, turn the iPad back on and try again.

Step 3: Delete the app (*iPadOS: press and hold the icon, select "Delete App", tap 'Delete'*)

Step 4: Go to Self-Service and reinstall the app.



What if I'm not able to log into an app or website?

Step 1: If you're logging into an [app that's connected with Clever](#), follow the directions below.

For students logging in manually

1. Tap [Log in with username/password](#)
2. [Login with Google](#)
(you will have to select your school the first time)
Student Google Login
username@students.mtwp.net
Username = graduation year + first six letters of last name + first two letters of first name
Note: For K-6 the email address is not activated, but they can use it as a login.
Password: Student ID + 123
Example: Student ID = 900888, then password = 900888123
3. Select the application you would like to use
Instant Login Applications
BrainPOP, BrainPOP Jr., Seesaw, Newsela, Pebble Go
More Apps
IXL, Seesaw Math
These apps will open through in your web browser and log you in. You will have to log in through Clever each time you use this website.
Clever will open these apps and log you in. After the initial log in, you can go right to the app to work and do not need to log in through Clever each time.

Step 2: If the app or website is not connected to Clever, use your [Google information](#).



What if I'm still having technical issues?

Contact your homeroom teacher. Your homeroom teacher will initiate the technical support process through the district's ticketing system, at which point, MTSD's Technology Services Team will take over and provide further assistance.

Apps and Websites Connected to



Learning Management Systems (District)

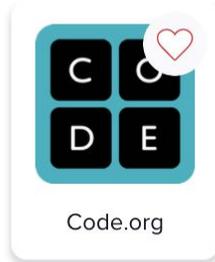


Instant Login Applications (District)



ck-12

CK-12
Foundation



Common
Sense
Education

