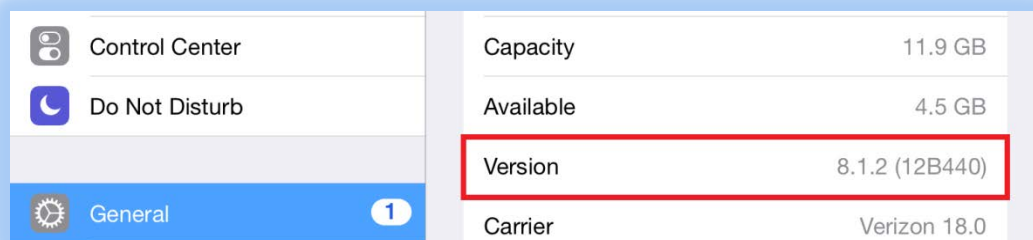


# iPad Update Instructions

## Contents

Updating the iOS.....	2
Updating AirWatch.....	17
Resetting Mail Settings .....	19
Press Home Button to Unlock.....	20

To Find your iOS version number, navigate to: Settings>General>About.  
Your iOS version number will be displayed next to “Version”



**Passcode:** Your Passcode is the code that you use to unlock your device.

**Apple ID and Password:** You will be asked to type your Apple ID and Password.

- **Apple ID:** YourEmailAddress@Massmail.state.ma.us (John.Doe@Massmail.State.Ma.Us)

- **Password:** Your Password should have been communicated in training. If you need assistance with your password please call the helpdesk at 617-994-5050

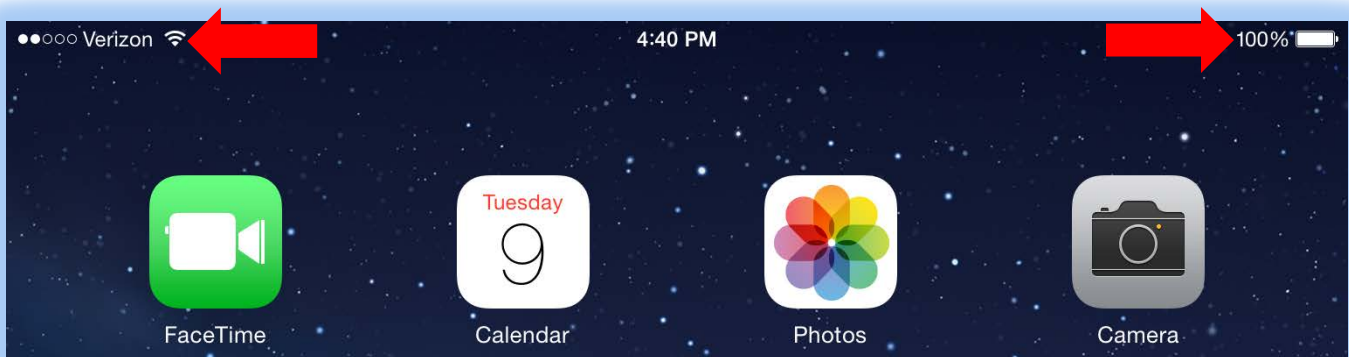
# Updating the iOS



**You must be connected to a trusted WiFi source to update your iOS.**



**Before updating please plug the iPad into its charger.**



**Passcode:** Your Passcode is the code that you use to unlock your device.

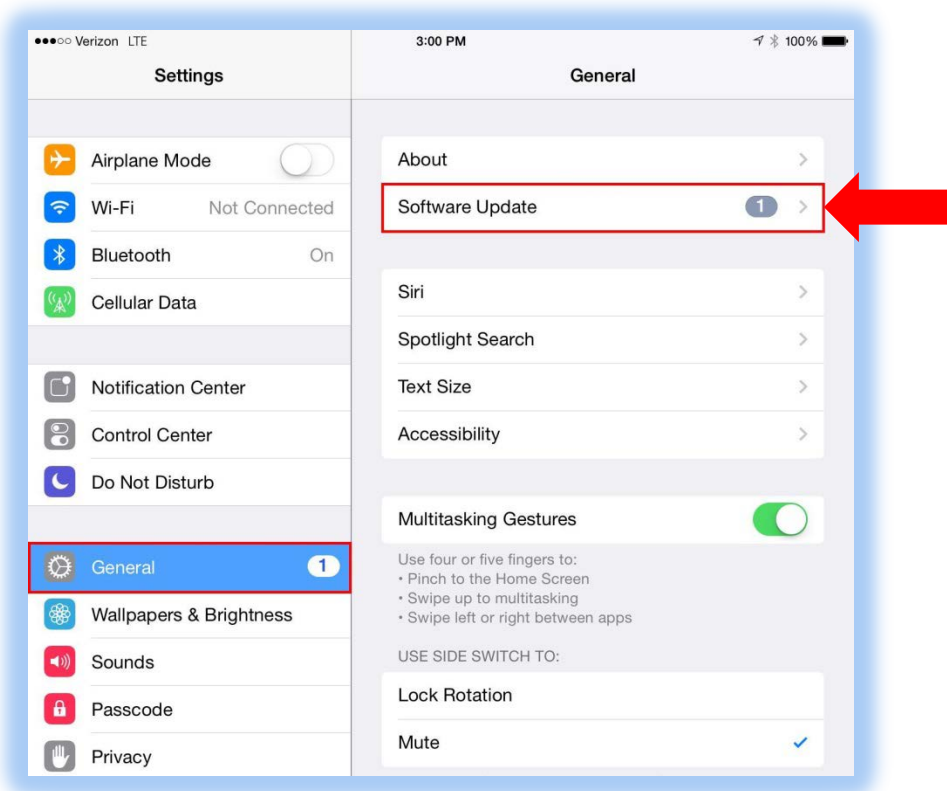
**Apple ID and Password:** You will be asked to type your Apple ID and Password.

- **Apple ID:** YourEmailAddress@Massmail.state.ma.us (John.Doe@Massmail.State.Ma.Us)
- **Password:** Your Password should have been communicated in training. If you need assistance with your password please call the helpdesk at 617-994-5050

# Updating IOS

1. Navigate to: Settings>General>Software update.

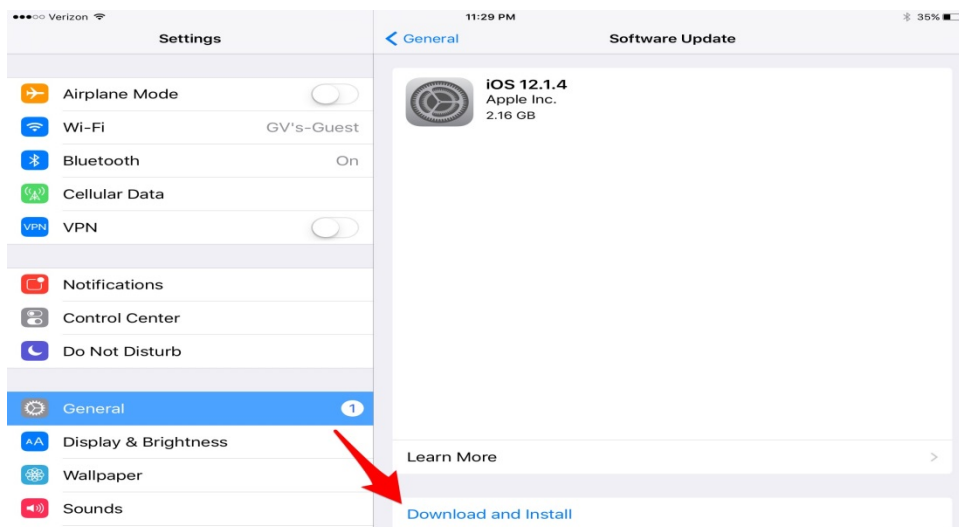
If there is a new software version there will be a badge displaying the number 1



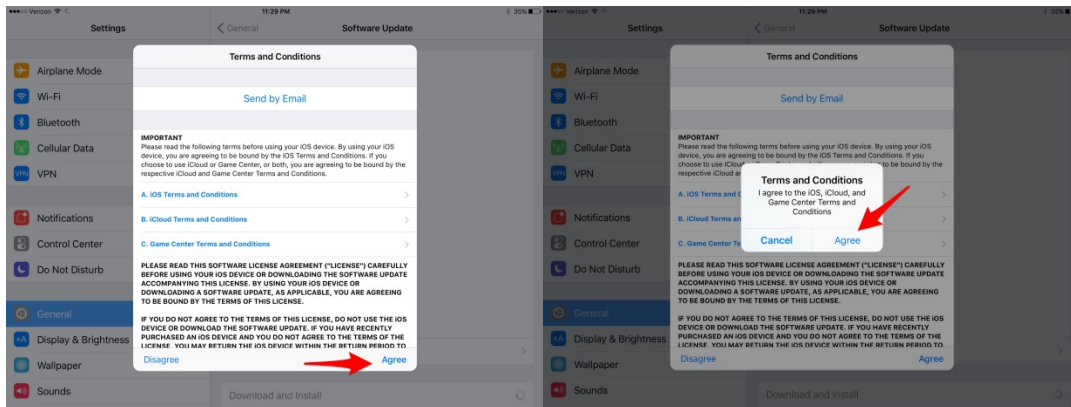
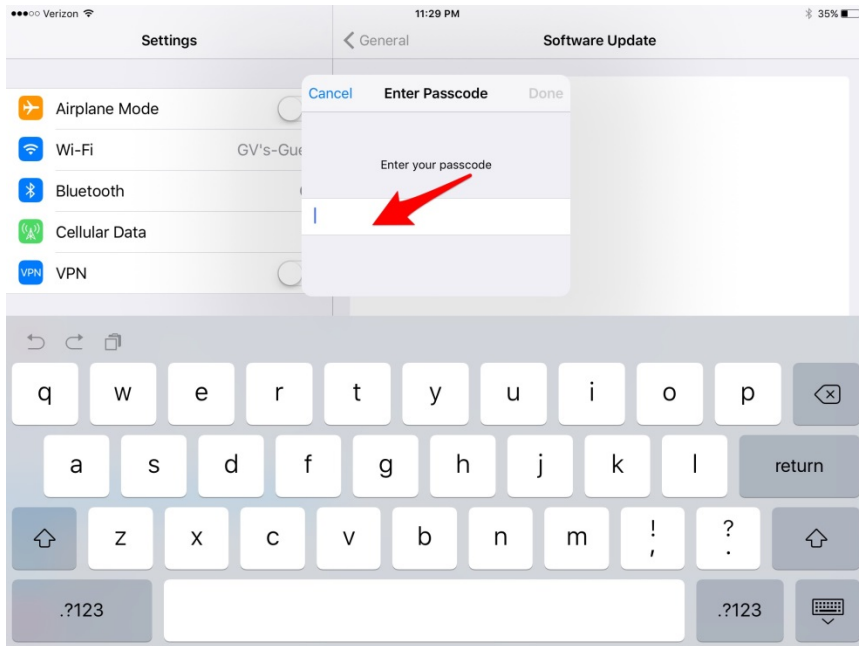
2. When you are connected to WiFi the update should automatically download.

**\*If the update does not automatically download, tap “Download and Install”.**

**\*This process may take several minutes.**



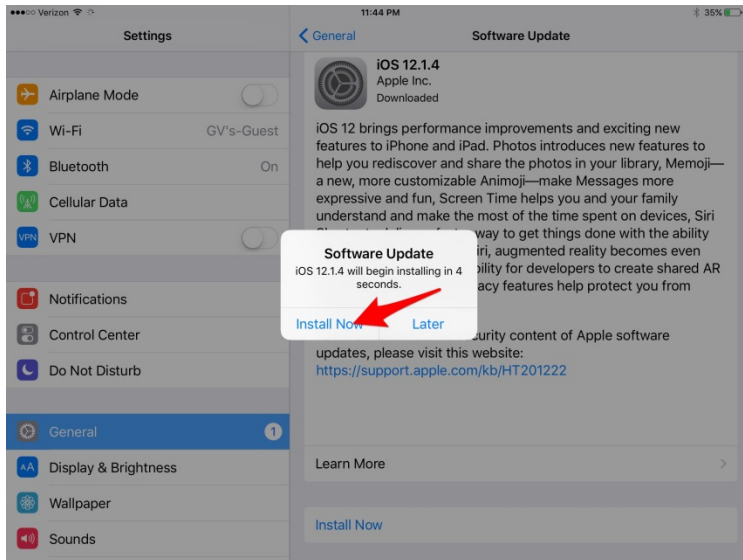
3. Enter your device **Passcode** and tap **“Done”** and Read and Agree to the Terms and Conditions.



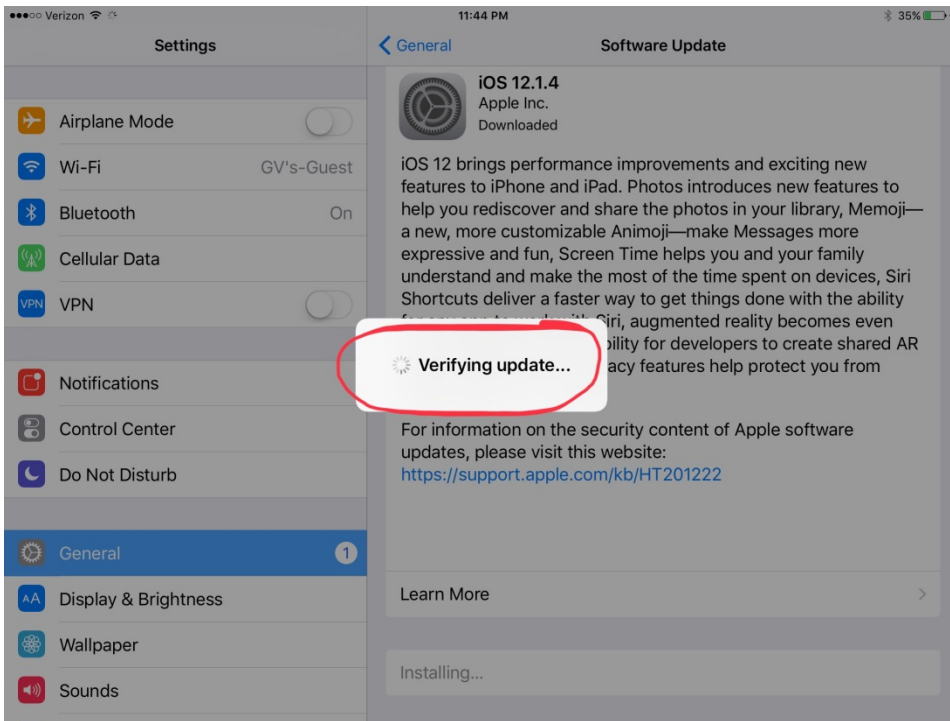
#### 4. The latest version of iOS will then be downloaded to the device.



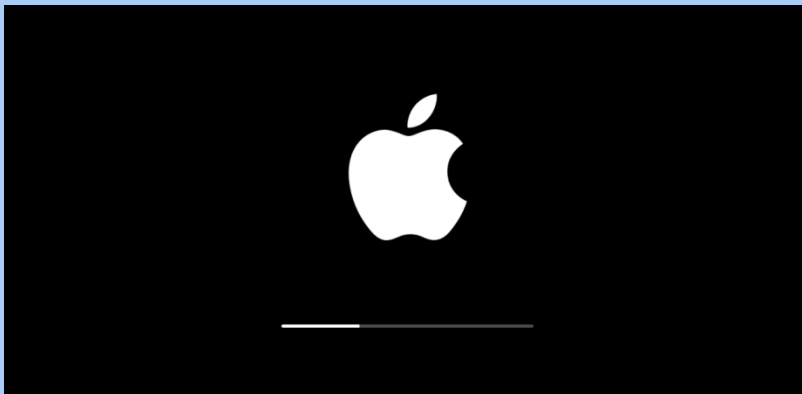
#### 5. Tap “Install Now” to begin installation.



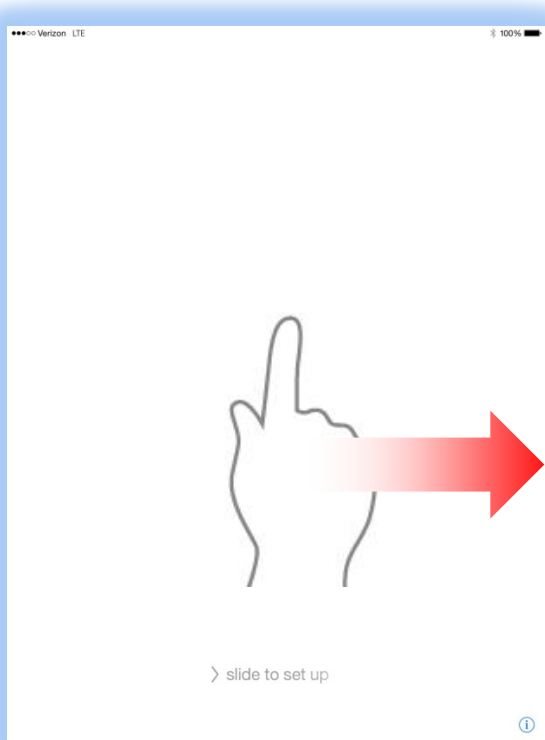
## 6. The update will be verified.



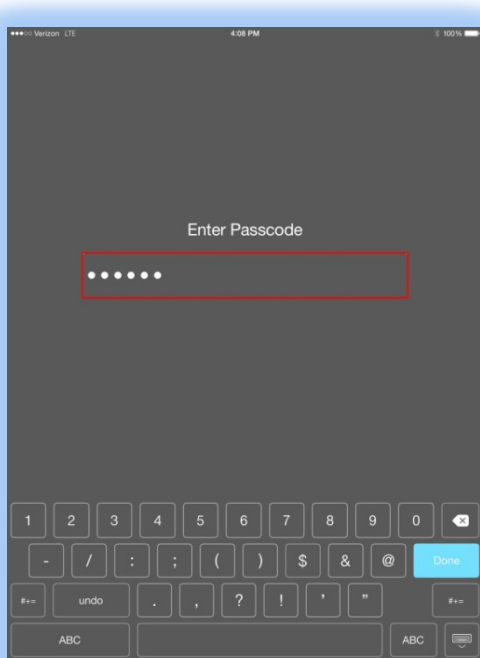
## 7. The update will then install.



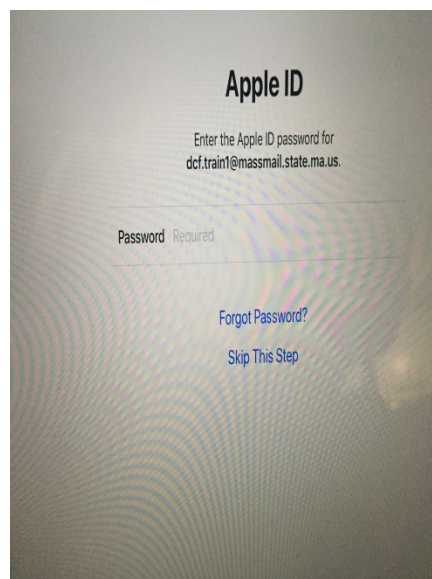
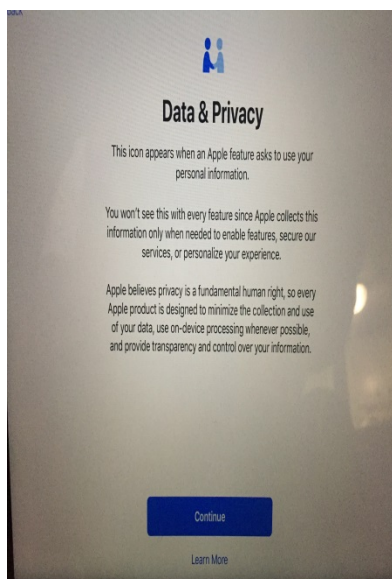
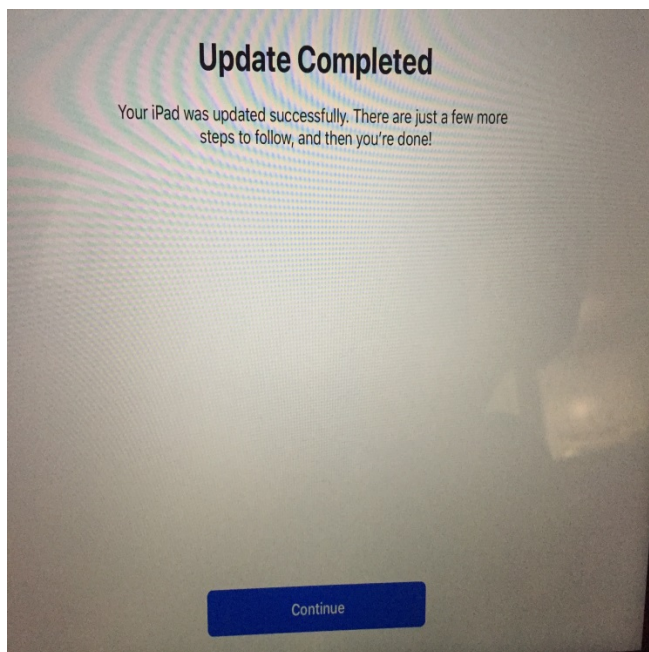
8. The device will restart and a “Hello” message will be displayed in multiple languages. Swipe your finger to the right to begin the setup process.



9. Enter the **Passcode** for the device. And tap “Done”

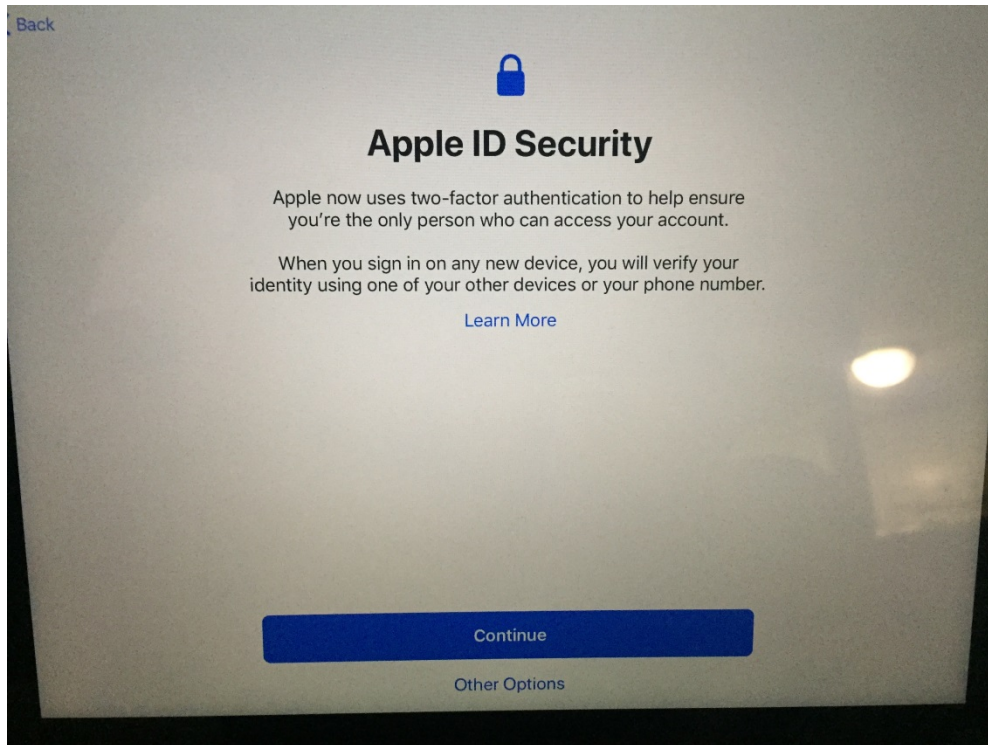


10. A message confirming the update will be displayed, “Tap “Continue”. Tap “Continue” for the Data and Privacy screen and enter your Apple ID

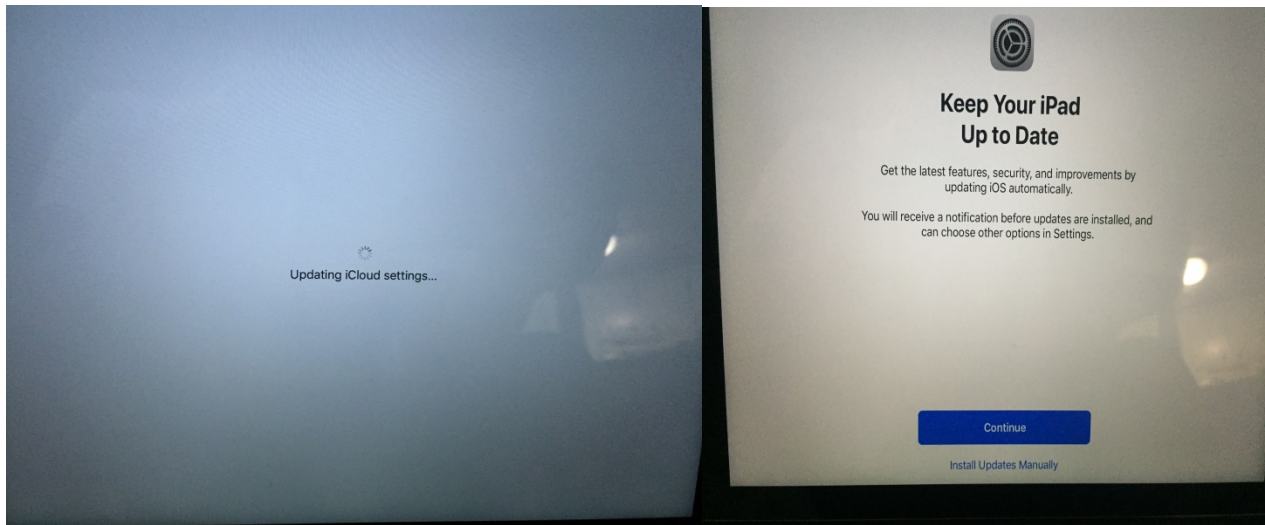




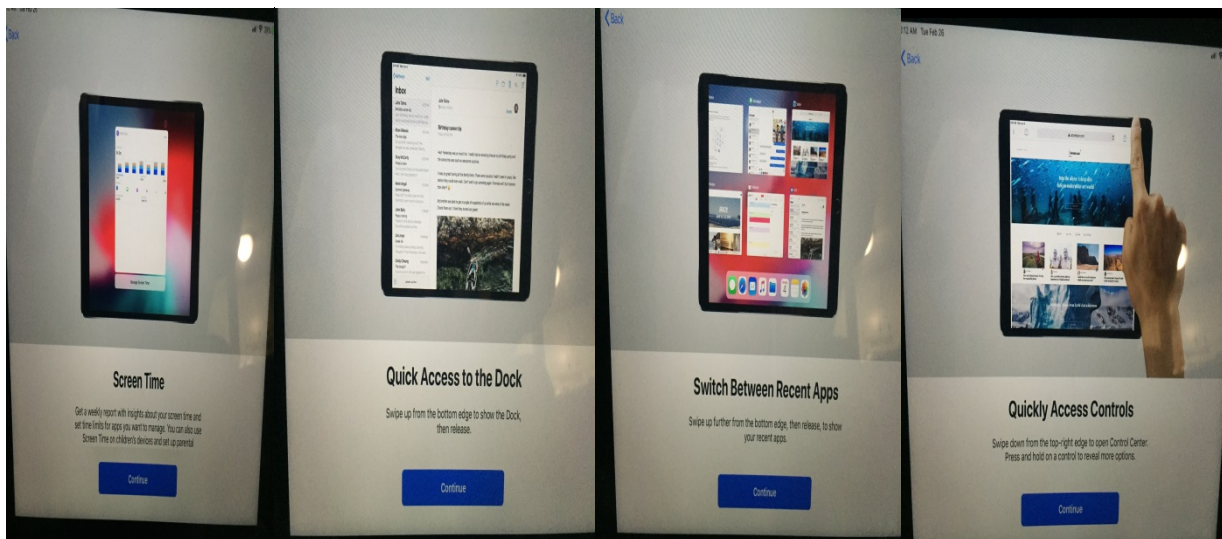
Click Other Options and do not use two-factor authentication for now.

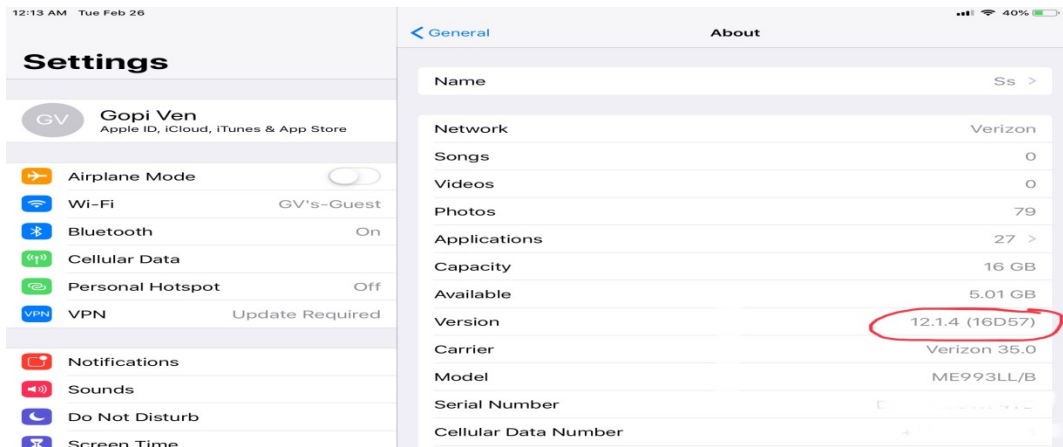
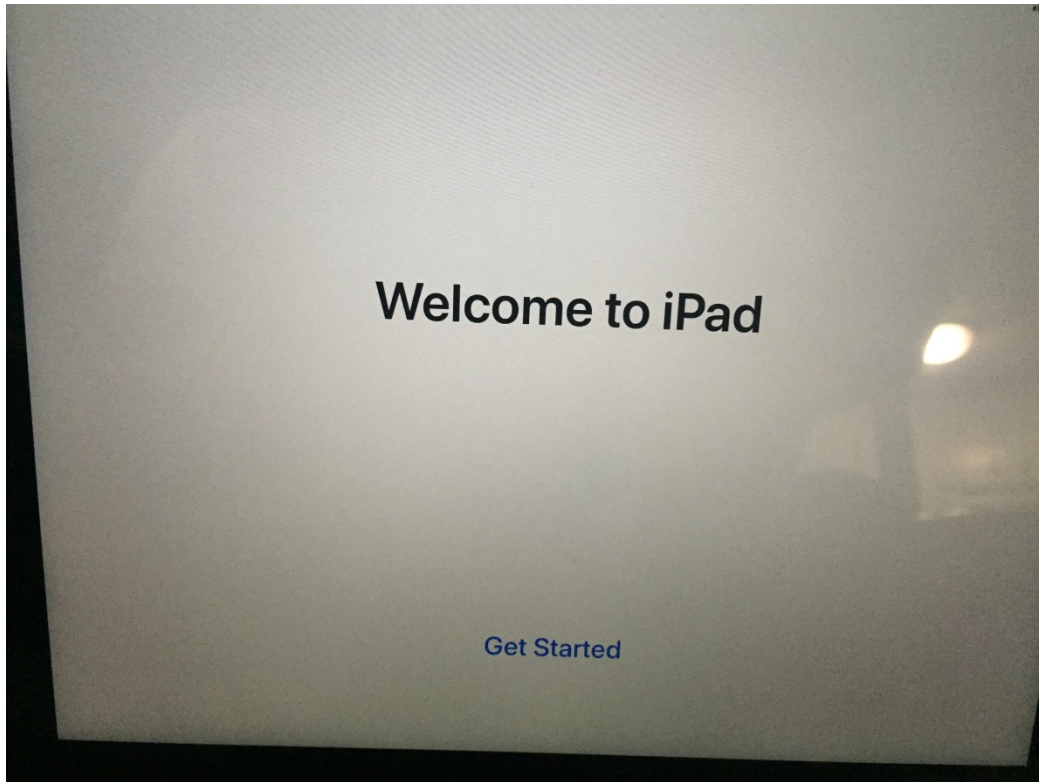


## Keep Your iPad Up to Date, Select **Install Updates Manually**

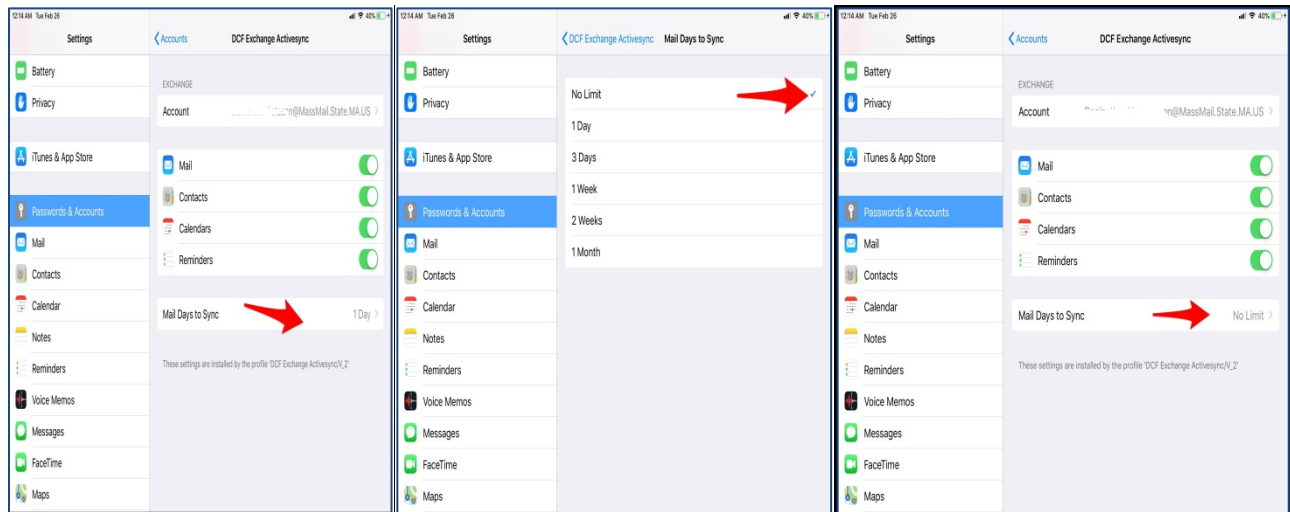


Continue all these screens..

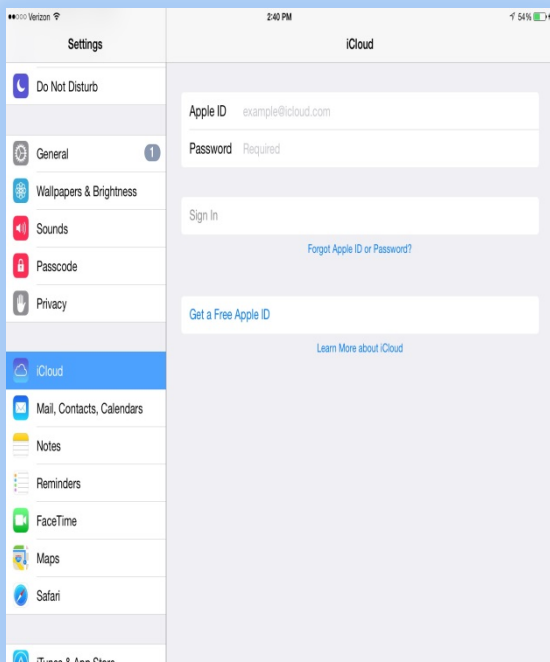




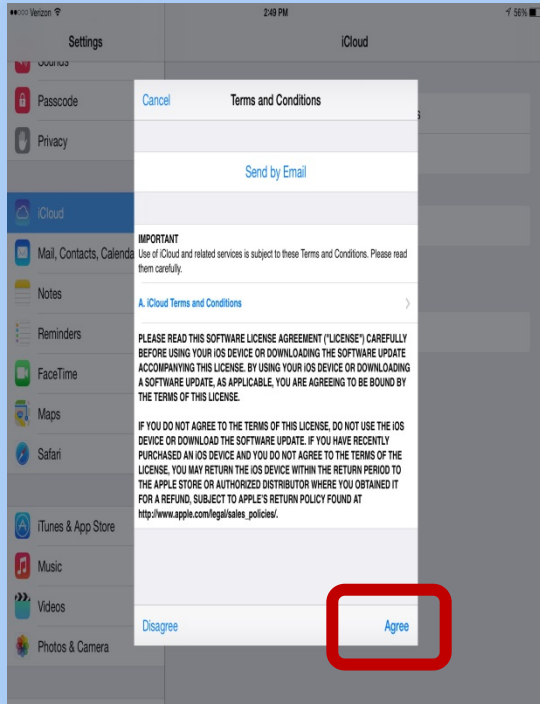
## Go to Mail Days to Sync and change One Day (1 Day) to No Limit



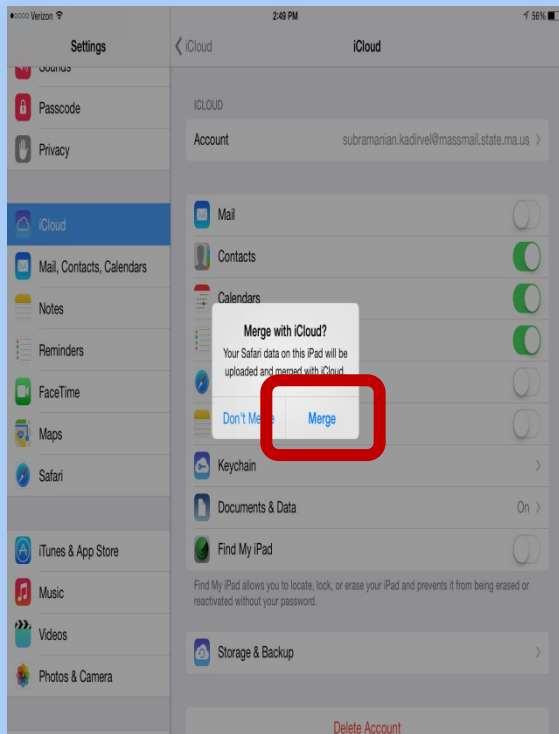
- 11. (iPads which had iOS version 7.x.x, follow Steps 12-15, else Skip to [Step 16](#))**  
Go to iCloud and Enter your Apple ID & Password. Your Apple ID is your full work email address(i.e. joe.smith@massmail.state.ma.us) and your password is 'Password#1. Then, Click 'Sign In'



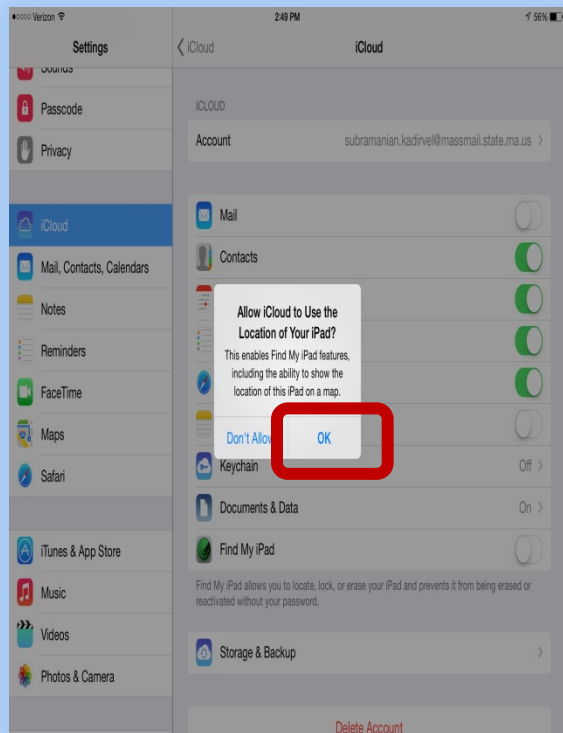
## 12. Click 'Agree'



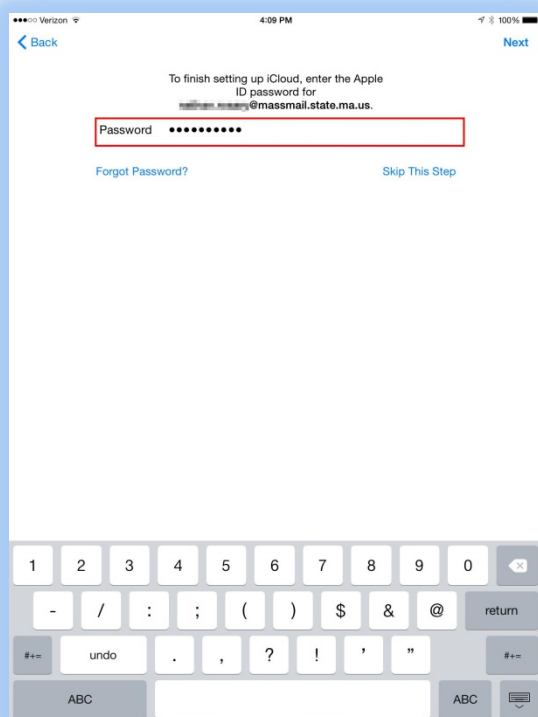
## 13. If prompted Click 'Merge'



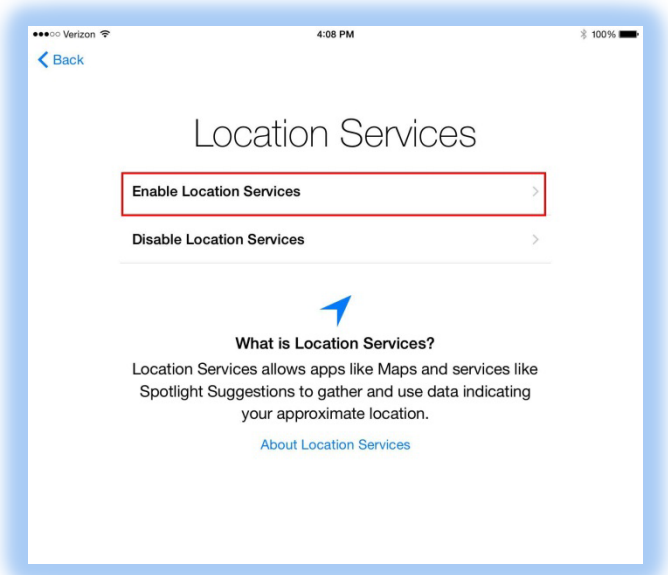
## 14. Click 'OK'



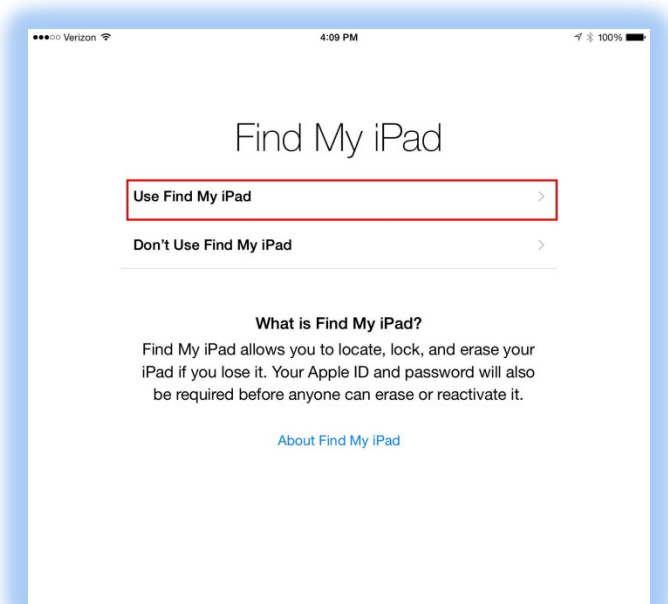
## 15. Make sure your Apple ID is displayed. Enter your Apple ID Password and tap "Next"



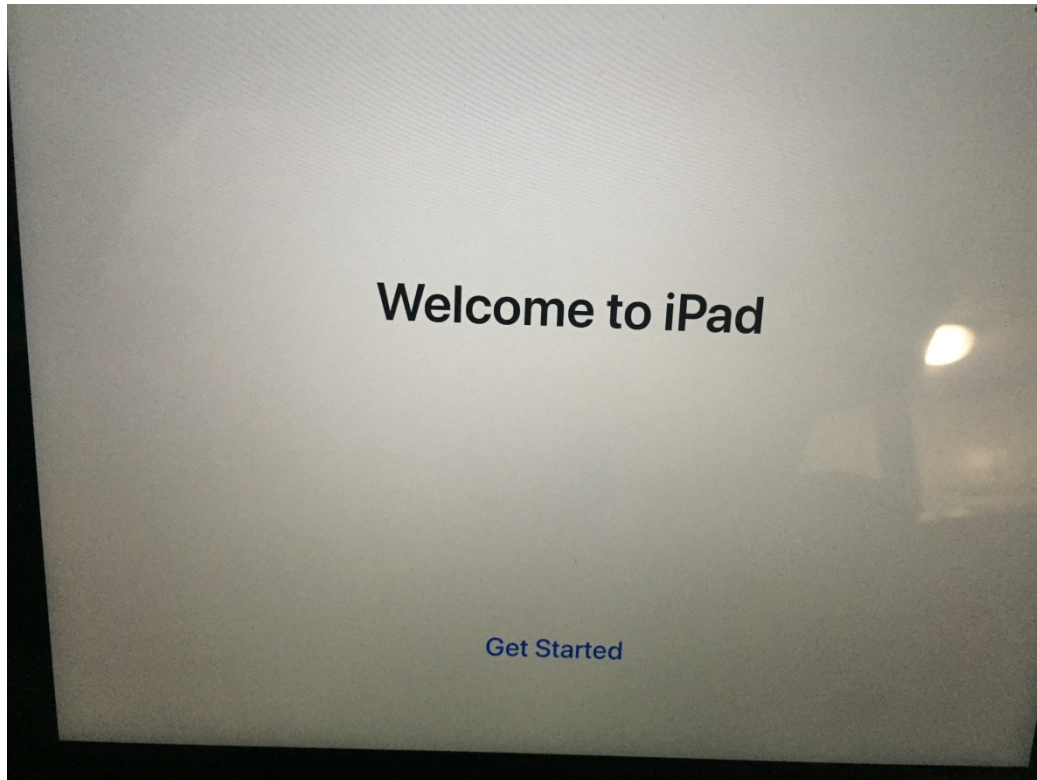
16. Tap “Enable Location Services” **\*\*Do not tap “Disable Location Services”\*\***



17. Tap “Use Find My iPad” **\*\*Do Not Tap “Don’t Use Find My iPad”\*\***

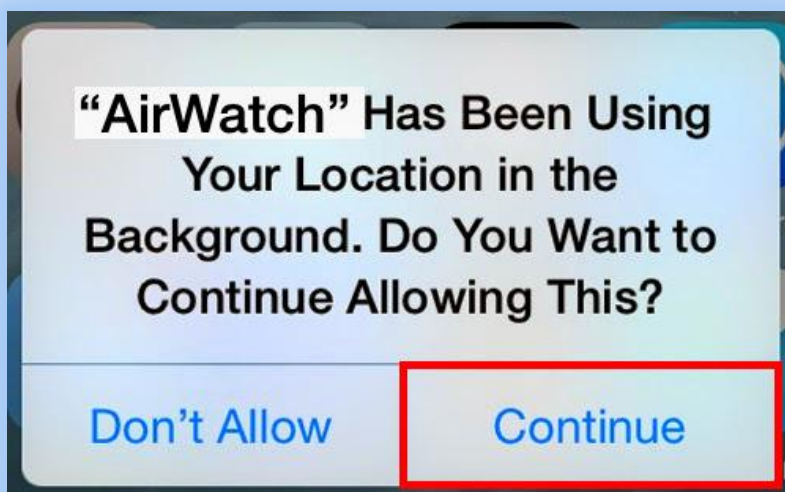


18. Tap “Get Started”



19. You may receive a message stating “Airwatch has been using your location in the background. **If** you receive this message tap “Continue”.

**\*\*Do Not Tap “Don’t Allow”\*\***





# Updating AirWatch

## Before you Begin



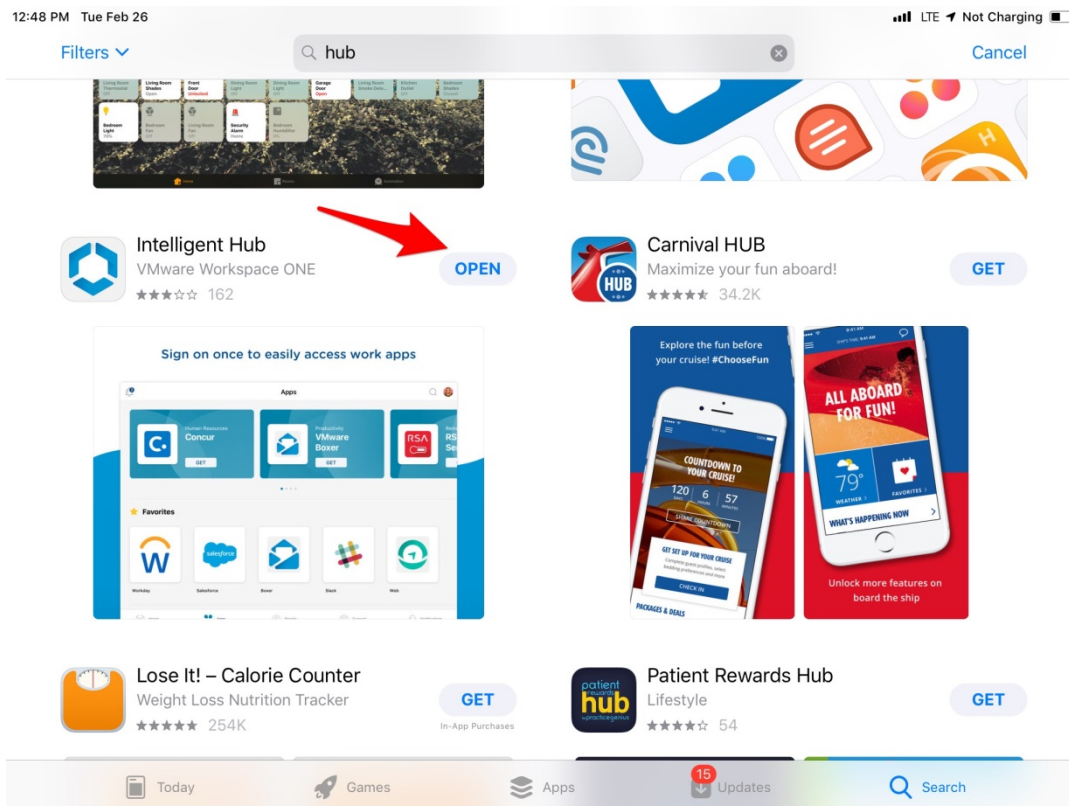
**You must Delete existing AirWatch (or Agent) app from your iPad. Hold your finger on the icon until it shakes and you see the “X”. Touch the “X” to delete. Press the Home button to exit this mode.**



**Go to the iTunes App Store and Search ‘Intelligent Hub’. Install the application.**



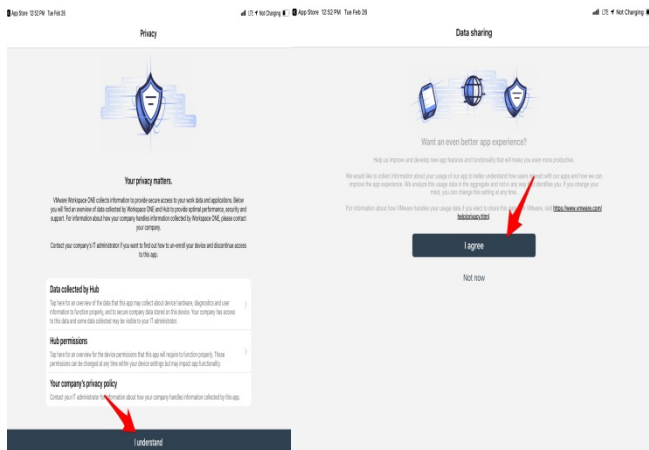
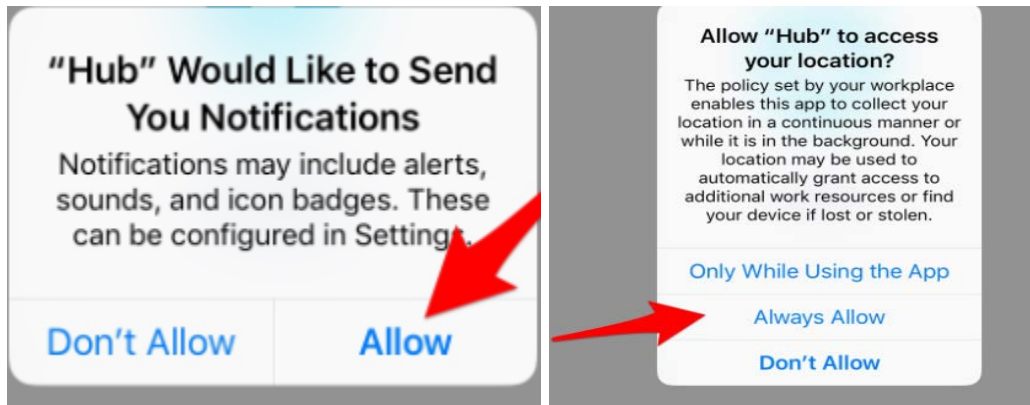
Hub



# Updating AirWatch Agent

1. Once you have downloaded and installed the new Hub, **Open it**.
2. Enter your Apple **Password** if prompted and then click **Allow** the subsequent prompts.

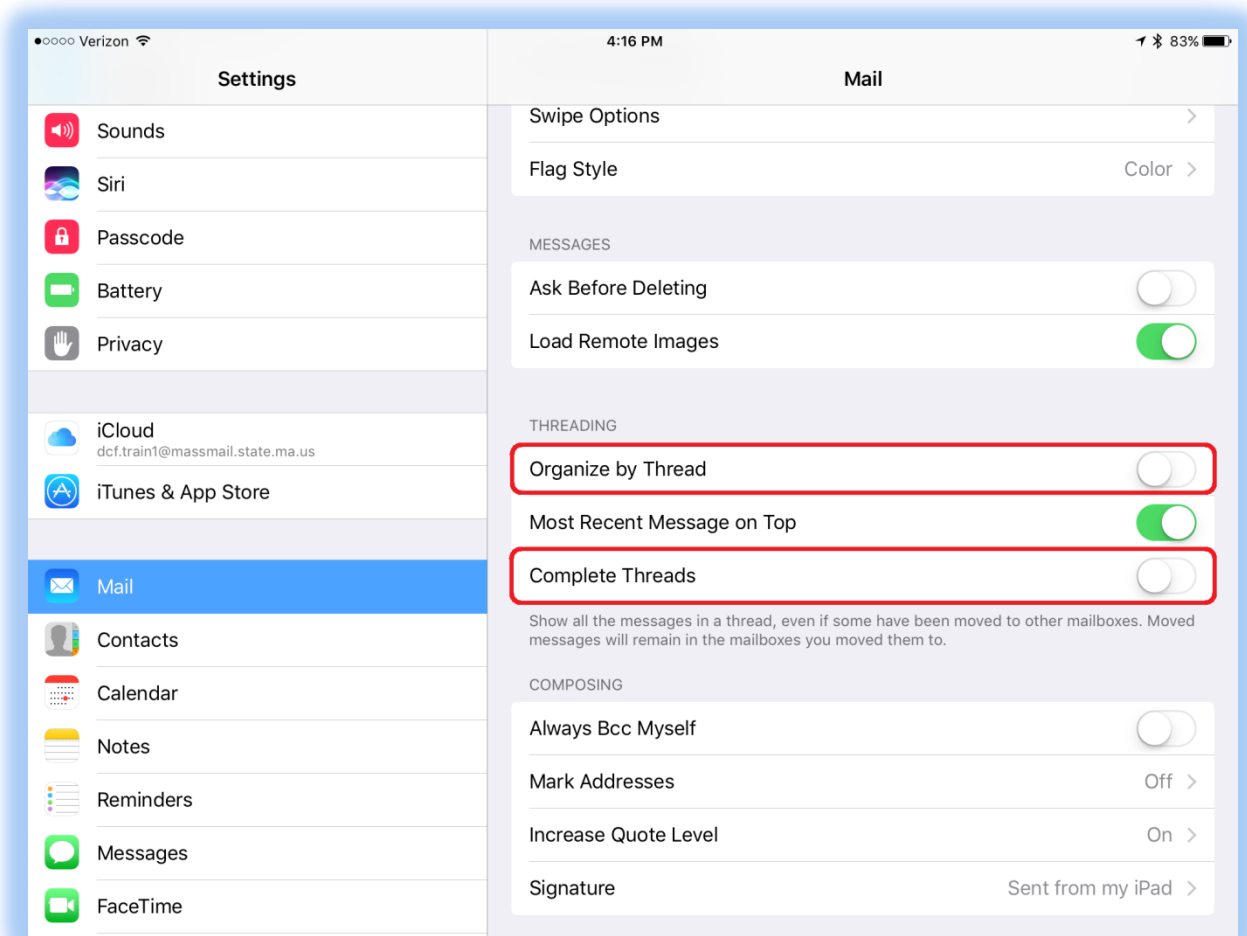
NOTE: You should only see the below two pop-up screen. If you see any other screen, just Cancel out of that pop-up.



The Update is now complete!

# Resetting Mail Settings

- I. If you do not like the new feature which “threads” all the same emails by same subject-line/Sender together; you can Turn it OFF by going to Settings>Mail. See below



# Press Home Button to Unlock

(Note: Apple no longer supports swiping to unlock the iPad)

