

Some users may experience a delay in downloading applications on their iPad device. Please follow these steps.

Please see this guide below to cancel/prioritize app downloads if your student's iPad is experiencing problems with downloading or installing applications that are needed for the school year.

1) **Hold down on the app** and select **Prioritize Download**. This may result in an error prompt to purchase the app (Note: the error also shows if you just single tap on the pending install).

OR

2) **Hold down on the app again and then select Cancel Download**. This removes the Pending app installation on the iPad and removed it from the screen.

3) **Wait** - once the app download is cancelled, the **next time the iPad connects to the school's management system it will get an inventory command to pull/push to reinstall the apps**.

Please ensure the iPad is connected to your wireless home network and give the device some time to 'check in' and download the apps again.
