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I. How do I sync and backup to iTunes?

Syncing your iPad through iTunes allows you to have a backup copy of your entire device's content. If you ever lose or need a replacement of your device, you will be able to restore your most recent backed-up data on a new or different iPad. It is important to have your device backed up in case you forget your passcode or worse, lose your device. Backup as often as possible.

- 1) Install and open iTunes on your computer: https://www.apple.com/itunes/download/
- 2) Connect your iPad to your computer using the charging USB cable.
- 3) Click the iPad button on the left sidebar. If you don't see the sidebar, choose **View>Show Sidebar** from the menu bar at the top.





4) Click **Sync** on the bottom left to backup and sync* your iPad with iTunes.

IBRARY	Summary Apps Music Movie	s TV Shows Photos
🎜 Music 🛆	Capacity: 13.46 GB	
Movies 🛆	Serial Number: F7RLWGW0FP84	Update Restore iPad
TV Shows		
TORE		
iTunes Store	Backups	
EVICES		
📄 iPad 📧 🖨	Automatically Back Up	Manually Back Up and Restore
🞵 Music	◯ iCloud	Manually back up your iPad to this computer or restore a
Movies	Back up the most important data on your iPad to iCloud.	stored on this computer.
TV Shows	 This computer 	Back Up Now Restore Backup
HARED	A full backup of your iPad will be stored on this computer.	
1 Home Sharing	Encrypt local backup	Latest Backup: Your iPad has never been backed up to this computer.
ENIUS	This will also back up account passwords used on this in ad.	
🖄 Genius	Change Password	
LAYLISTS		
Ø 90's Music	Ontions	
Classical Music		
🔅 My Top Rated	Anno 011-11 011-11	P Free
L W	Apps Other 9.66 G	as Free Sync

*For more info about syncing, refer to this: <u>http://support.apple.com/kb/ht1386</u>

5) If wish to manually backup without syncing, click **Back Up Now**.





II. How do I backup to iCloud?

iCloud allows you to backup your device's data both wirelessly and automatically. You must register for an Apple ID or use and existing Apple ID.

1) To access your iCloud settings, tap the **Settings** icon on your iPad.



2) Tap iCloud.





3) If you need to create an Apple ID, tap **Get a Free Apple ID** and follow the instructions.

iPad ≆			3:16 PM		100% 🚍 +
	Settings			iCloud	
_					
≁	Airplane Mode		Apple ID	example@icloud.com	
?	Wi-Fi GoToros-wpa2		Password		
*	Bluetooth Off				
			Sign In		
	Notification Center			Forgot Apple ID or Password?	
8	Control Center				_
C	Do Not Disturb	- (Get a Free	Apple ID	
-				Learn More about iCloud	
Ø	General				
()	Sounds >				
	Wallpapers & Brightness				
	Privacy				
\bigcirc	iCloud				
	Mail, Contacts, Calendars				
	Notes				
	Reminders				
	Messages				
	FaceTime				
₹!	Maps				
0	Safari				

4) To sign in with your Apple ID, enter your Apple ID and password in the appropriate fields and tap **Sign In**.

iPad 🐨	3:16 PM 100% - +
Settings	iCloud
E Airplane Mode	Apple ID example@icloud.com
ᅙ Wi-Fi GoToros-wpa2	Password Required
Bluetooth Off	
	Sign In
Notification Center	Forgot Apple ID or Password?
Control Center	
C Do Not Disturb	Get a Free Apple ID
	Learn More about iCloud
Seneral	
Sounds >	
Wallpapers & Brightness	
Privacy	
🙆 iCloud	
Mail, Contacts, Calendars	
Notes	
Reminders	
O Messages	
FaceTime	
Maps	
💋 Safari	



- 5) Agree to the **Terms and Conditions.**
- 6) Enable **Find My iPad.** This will allow you to locate and remotely erase your device as a precaution in case you lose it.
- 7) Tap **Storage & Backup** to verify iCloud backup is on.

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	Settings	< iCloud	iCloud	
	Airplane Mode		aunt bauerrero@csu	idh.edu>
?	Wi-Fi GoToros-wpa2			
*	Bluetooth Off		Mail	\bigcirc
_			Contacts	
	Notification Center		Calendars	
8	Control Center		Reminders	
C	Do Not Disturb	0	Safari	
0	General		Notes	$\bigcirc \bigcirc$
	Sounds >	6	Keychain	Off >
	Wallpapers & Brightness	*	Photos	On >
	Privacy		Documents & Data	On >
		0	Find My iPad	
	iCloud	Find f and p	My iPad allows you to locate, lock, or eras revents it from being erased or reactivated	e your iPad I without
	Mail, Contacts, Calend	youry	3853W010.	
	Notes		Storage & Backup	
	Reminders		Dalata Assault	
	Messages		Delete Account	
	FaceTime			
Q)	Maps			
0	Safari			

8) Enable **iCloud Backup** if it is not already on.

iPad Ҿ		3:18 PM	100% 📟
	Settings	Cloud Storage & Back	kup
		STORAGE	
≻	Airplane Mode	Total Storage	5.0 GB
?	Wi-Fi GoToros-wpa2	Available	5.0.GB
*	Bluetooth Off	Manage Storage	
		Manage Storage	~
	Notification Center	Buy More Storage	
8	Control Center	buy more etologe	
C	Do Not Disturb	BACKUP	
		Cloud Backup	
Ø	General	Automatically back up your camera n documents, and settings when this if	oll, accounts, Pad is plugged in,
= ())	Sounds >	locked, and connected to WI-FI.	
*	Wallpapers & Brightness	Back Up Now	
	Privacy	Last Backup: Never	
	iCloud		
	Mail, Contacts, Calendars		
	Notes		
	Reminders		
	Messages		
	FaceTime		
	Maps		
0	Satari		



9) Your device will be automatically backed up periodically when connected to a Wi-Fi network. If you wish to manually back up, tap **Back Up Now.**

iPad ≑		3:18 PM	100% 🔲 🕈
	Settings	KiCloud Storage & Backu	p
⊳ ∋	Airplane Mode	STORAGE	
?	Wi-Fi GoToros-wpa2	Available	5.0 GB
*	Bluetooth	Manage Storage	>
	Notification Center Control Center	Buy More Storage	
C	Do Not Disturb	BACKUP	
© •	General Sounds	Automatically back up your camera roll documents, and settings when this iPa locked, and connected to Wi-Fi.	, accounts, d is plugged in,
) () ()	Walipapers a big	Last Backup: Never	
	iCloud		
	Mail, Contacts, Calendars Notes		
	Reminders		
	FaceTime		
Q	Maps		
S	Safari		



III. What happens if I forgot my passcode?

If the passcode is entered incorrectly 10 or more times, you will the see a message similar to:

iPad is Disabled

try again in 1 minute

Wait the specified amount of time indicated on the device to try and re-enter your correct passcode again. **If you have forgotten your passcode**, you may be able to reset the passcode by restoring your device from a previous iTunes or iCloud backup. If you have not backed up your device either through iTunes or iCloud and have forgotten your passcode, you will need to completely wipe your device and **your data will be lost**.

How to restore using iTunes if you forget your passcode

- 1) Open iTunes on a computer you have previously synced/backed up your iPad with.
- 2) Connect your iPad to your computer using the charging USB cable.
- 3) If iTunes doesn't automatically sync your iPad, sync the device with iTunes.
- 4) Select your iPad in iTunes and click **Restore Backup...**





5) Choose the most recent backup and click **Restore.**

Restore From Backup
Choose a backup to restore. This will restore only the contacts, calendars, notes, and settings, not the iPad firmware.
iPad Name: iPad \$
Last Backed Up: 3/12/14, 1:54 PM
Cancel

How to Restore from iCloud if you forgot your passcode

- 1) Using a computer, log in to your iCloud account: <u>http://www.icloud.com</u>
- 2) Click on the **Find my iPhone** icon.
- 3) Select the location (green dot) of the iPad and click on the (i) icon.



4) You will now remotely wipe your iPad by clicking **Erase iPad**.

WARNING: This will delete all data on the device. Only do this if you have an iCloud backup you can restore from.





- 5) Wait for your iPad to be erased/reset. Your device will restart. In the Setup Assistant, proceed to **Set up your device,** tap **Restore from a Backup**, and then sign in to iCloud.
- 6) Proceed to **Choose backup** and choose from your available iCloud backups.



IV. What happens if I break or lose my iPad?

1) Breaking the iPad

If your iPad is broken for any reason, you will have to pay for the repair per the Rollout Device & Property Loan User Agreement form. Contact the Helpdesk or go to the self-service website (http://helpweb.csudh.edu) to get a service ticket created. Make sure that you include the nature of the damage in the ticket. You will be contacted by the Helpdesk and given an Apple Case number. You will then take the Apple Case number and the damaged device to your closest Apple store. The charge will be \$49, pay at the Apple store. If you damage the iPad more than twice, the cost may be more. If the Apple store gives you a new device, rather than repairing the damaged device, you need to bring it into the Helpdesk. We will then modify your paperwork to reflect the change in devices and place a property tag on the new device. If the charging cable and/or plug are damaged, you are responsible for buying replacements.

2) Losing your iPad

If your iPad is lost or stolen, you will still be responsible for the replacement of the device. Go to the police department (WH 100) and file a lost or stolen item report. Bring the report to the Helpdesk.

If you have enabled Find My iPad, it will help in the attempt to locate the device (refer to *Section II. How do I backup to iCloud? Step #6* to enable Find My iPad). You can use the Find my iPad feature from another Apple mobile device (ex. a friend's or family member) by downloading the <u>Find My iPhone</u> on that device or by going to <u>http://www.icloud.com</u>. If the device cannot be recovered, then the cost will be \$425. The university will invoice you for that amount to be paid at the cashier's office (WH 270). If your department is willing to cover the cost of the device, then we would need an email from the department head authorizing the charge.