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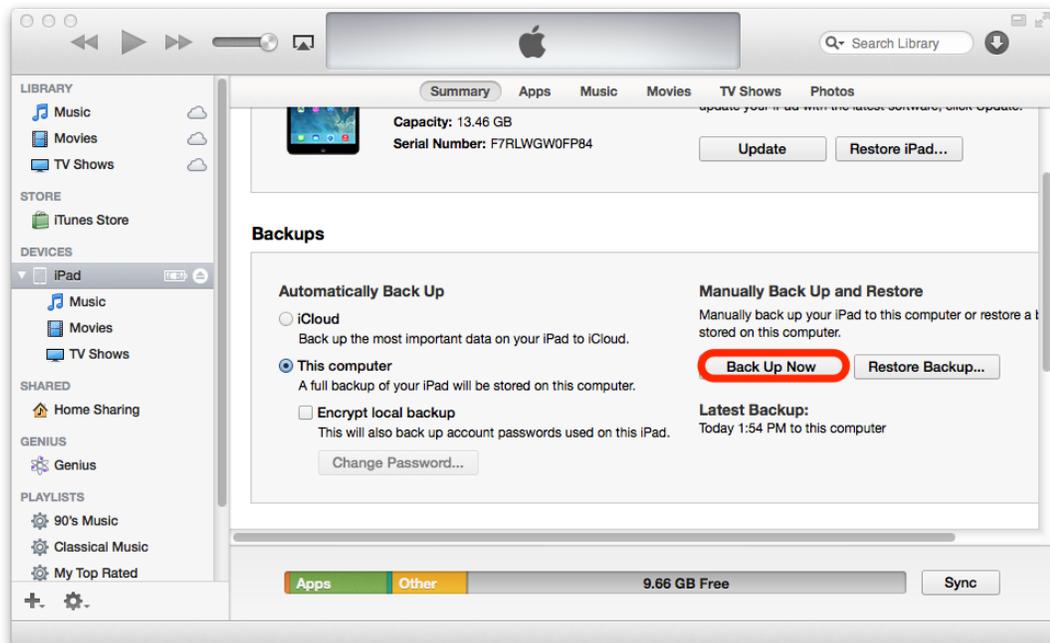
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4) Click **Sync** on the bottom left to backup and sync* your iPad with iTunes.

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

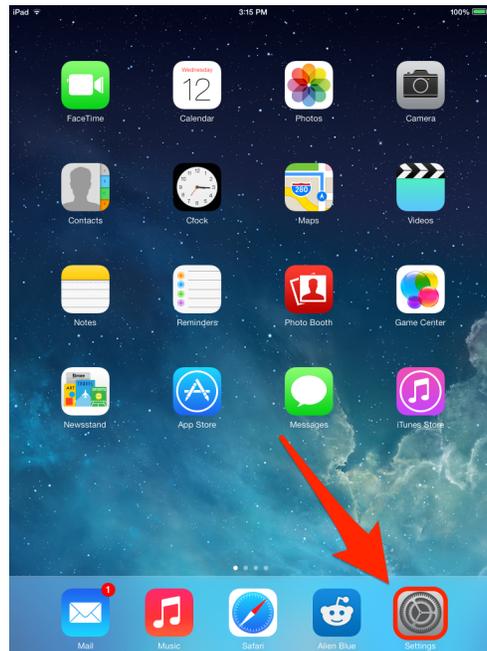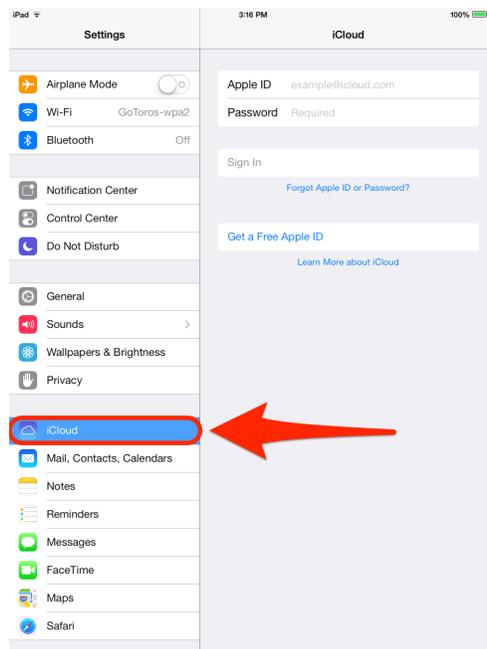5) If wish to manually backup without syncing, click **Back Up Now**.

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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.

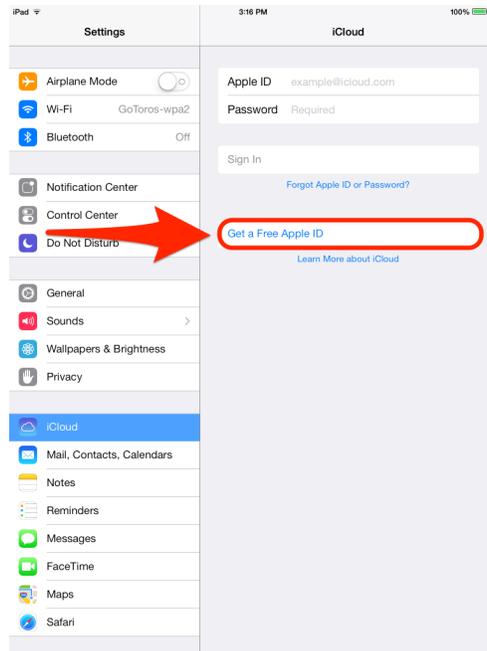1) To access your iCloud settings, tap the **Settings** icon on your iPad.

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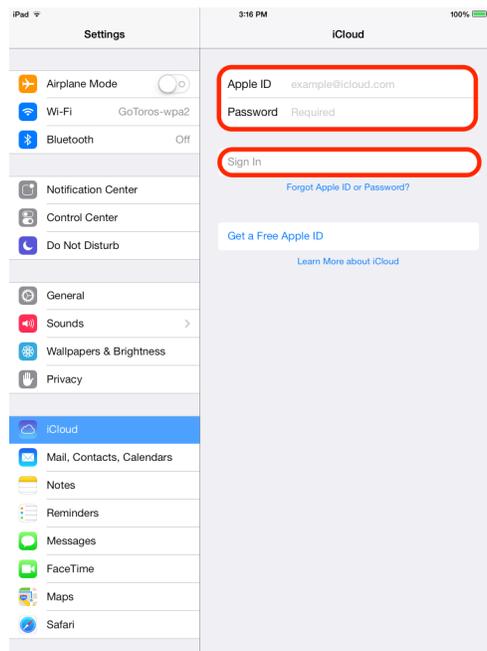
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3) If you need to create an Apple ID, tap **Get a Free Apple ID** and follow the instructions**.**

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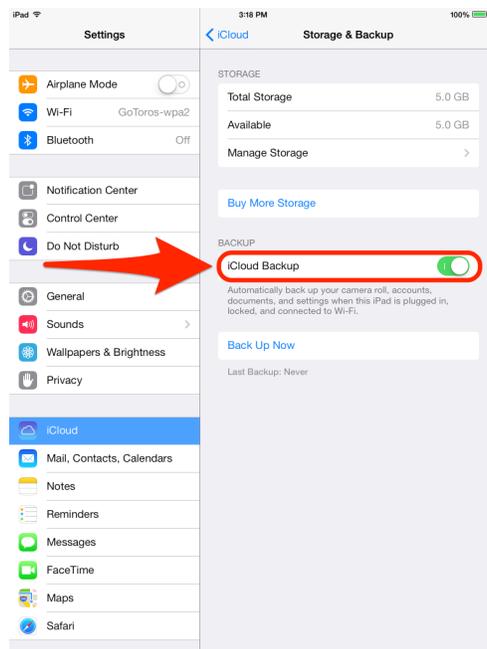
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5) Agree to the **Terms and Conditions.**

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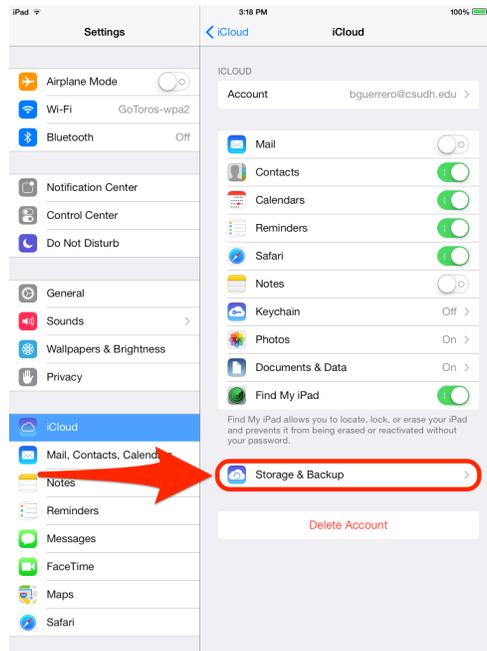
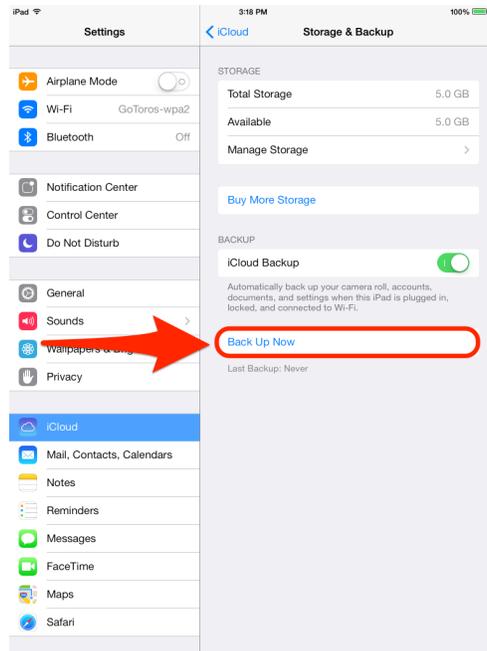8) Enable **iCloud Backup** if it is not already on.

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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.**

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.

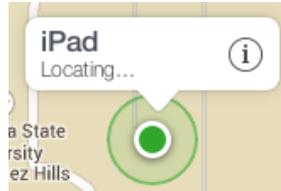4) Select your iPad in iTunes and click **Restore Backup...**

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5) Choose the most recent backup and click **Restore.**
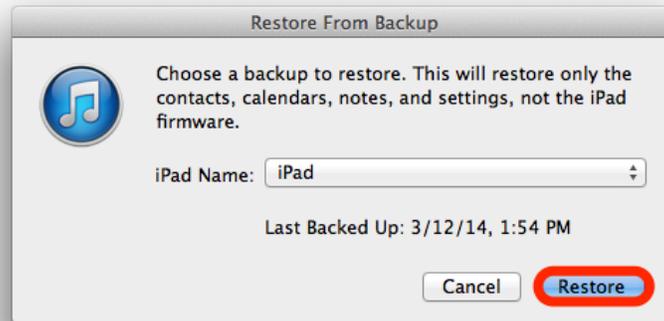
How to Restore from iCloud if you forgot your passcode

1) Using a computer, log in to your iCloud account: http://www.icloud.com

2) Click on the **Find my iPhone** icon.

3) Select the location (green dot) of the iPad and click on the ⓘ 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.**
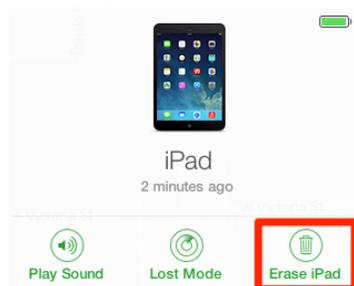
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5) Wait for your iPad to be erased/reset. Your device will restart. In the Setup Assistant, proceed to **Set up your device,** tap **Restore from a Backup**, and then sign in to iCloud.

6) Proceed to **Choose backup** and choose from your available iCloud backups.

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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 Find My iPhone on that device or by going to http://www.icloud.com. 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.