

## FAQ for iPads

### ***Error- Reached Max Number of enrollment- (I am not sure of the exact error. )***

Users are only allowed to enroll 15 iPads into our Intune. Once that number is hit on any @lpsb.org account, they will need to use someone else's @lpsb.org account. There is no "fix" for this, accounts are only allowed 15 at this time.

### ***Error- "Profile Installation Failed"***

I will need the serial # of the iPad and we can wipe the device from here in Intune.

### ***Error- Error trying to enroll the device-***

I will need the device at CO so that I can restore to factory defaults. This requires itunes on a computer.

Error- The ipad is stuck on setup- you will need to connect the ipad to a computer with itunes and do a restore. To do this you need to plug the ipad into a device- hold down the power and home button until you get the screen that says restore- then click restore.

**If you bring any iPads back to the tech department, please enter a ticket.**

**\*\*FYI- in order to get the serial # off of the iPad- you can either look at the back of the device or go into settings- General- About – the serial number is listed there.**