What to do When Self Service is Empty

The Problem: You opened the Self Service app, only to find that it was empty



The Solution: Change the iPad's Name

When you were issued the iPad, you were told very explicitly that you must not change the name of the iPad. However, if you plugged it in to your computer at home, you may have accidentally changed the name without realizing it. Did you see the screen below?



1. Open the Settings App, go to General

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2. Go to About

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Airplane Mode		
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Location Services On	Videos	0
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Picture Frame	Capacity	13.8 GB
Seneral General	Available	13.4 GB
iCloud	Version	5.1.1 (9B206)
Mail, Contacts, Calendars	Model	MC960LL
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Video	Legal Notices	>
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3. Change the name to match the numbered barcode on the back of the iPad (numbers only)



- 4. Reboot by pressing and holding the home and lock buttons until you see the silver Apple appear.
- 5. Wait 24 hours and then check the Self Service app.
- 5. If there are still no apps after 24 hours, please bring your iPad to the library "genius bar" *before* school.

You will have to leave it for at least the rest of that day.

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