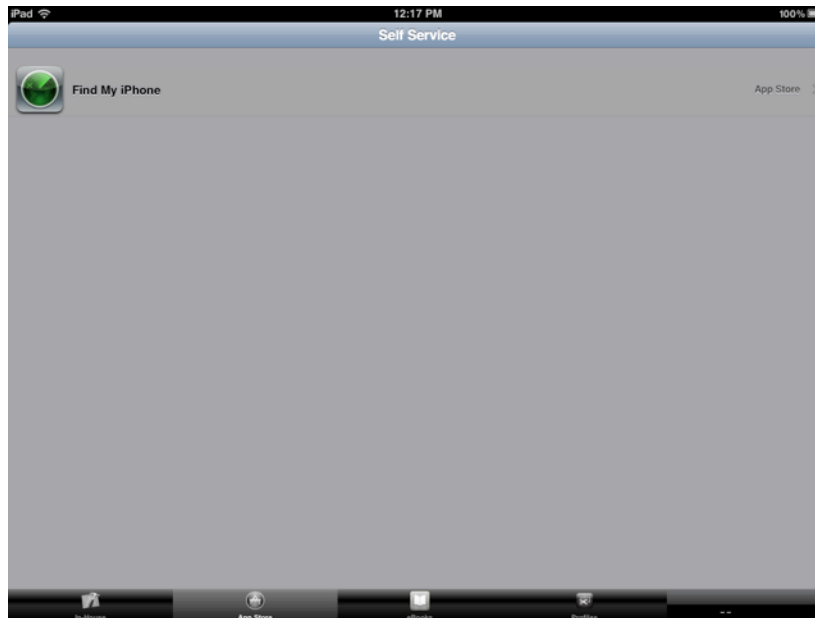


# What to do When Self Service is Empty

**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?

At this point, you probably changed the name typed in something over the numbers, your Time to become an iPad ninja and fix it!

and didn't realize what you were doing. If you Self Service app will no longer function properly.

## Set Up Your iPad

Name:

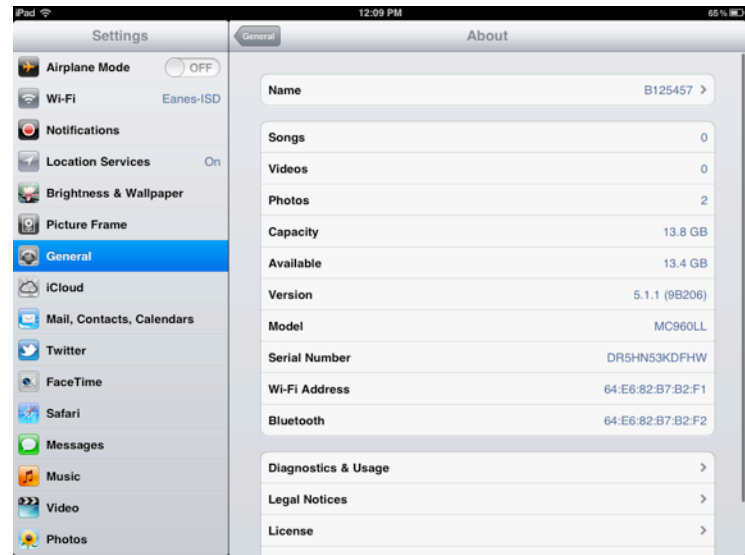
- Automatically sync songs to my iPad  
iTunes can automatically sync your iPad to mirror its music library and playlists each time you connect it to this Mac.
- Automatically add photos to my iPad  
iTunes will first sync all of your music to your iPad and then use the remaining space for photos.
- Automatically sync apps to my iPad

Done

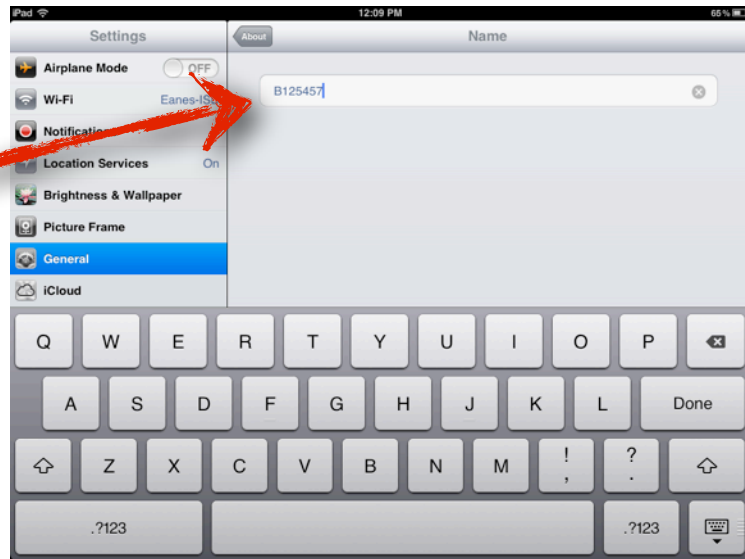
1. Open the Settings App, go to General



2. Go to About



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.\*\*

