# Troubleshooting Common Issues for iReady on iPad

iReady is a powerful educational tool used by most schools in Compton Unified. Though it can be easily accessed with a web browser on PCs and Chromebooks, iPads require a slightly different setup.

Below are some troubleshooting tips if you are experiencing issues with using iReady on your District-Provided iPad
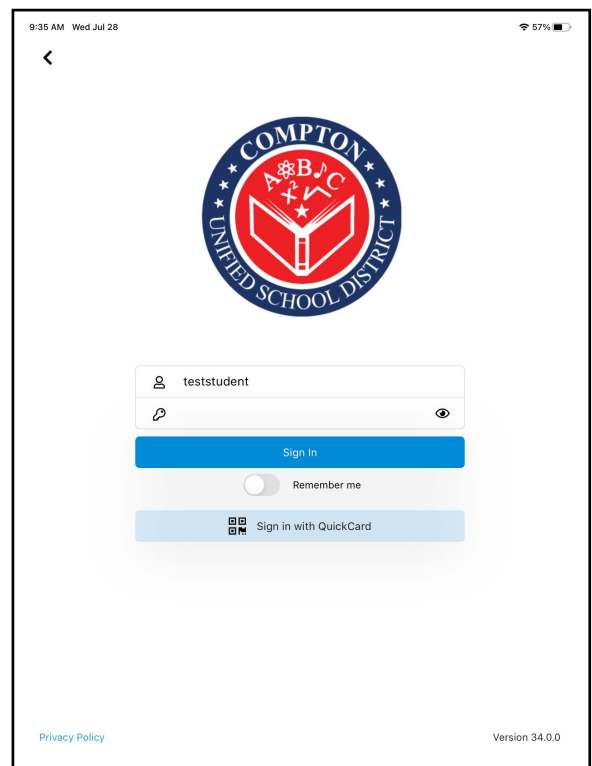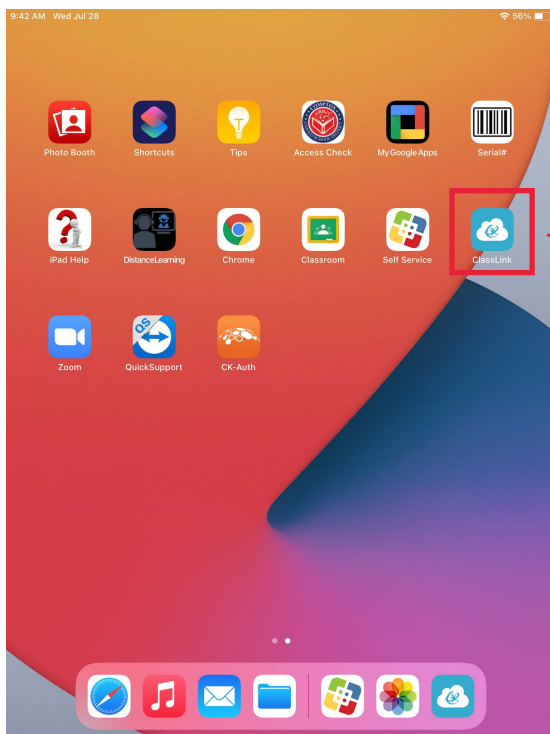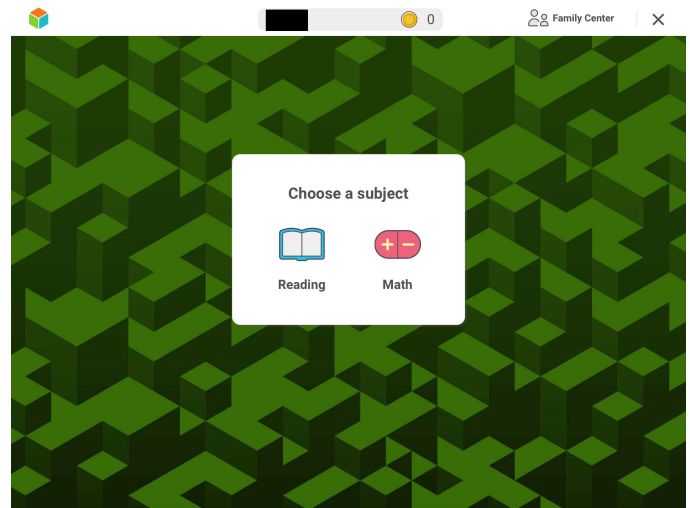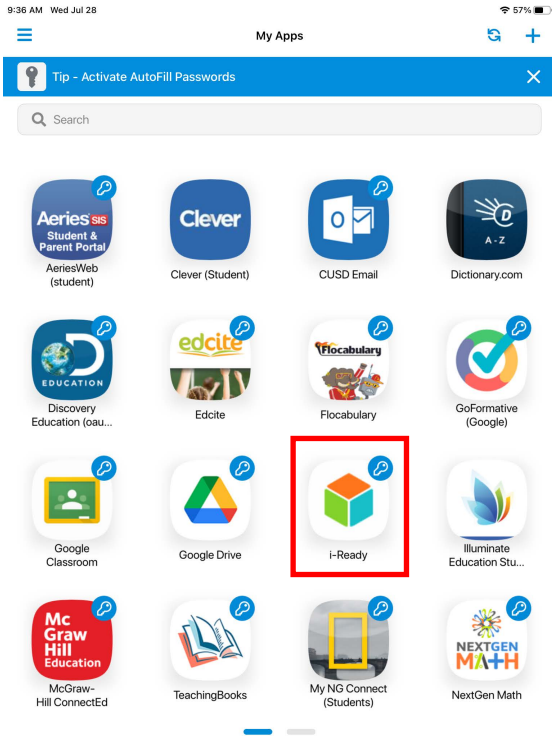

If you see this screen:
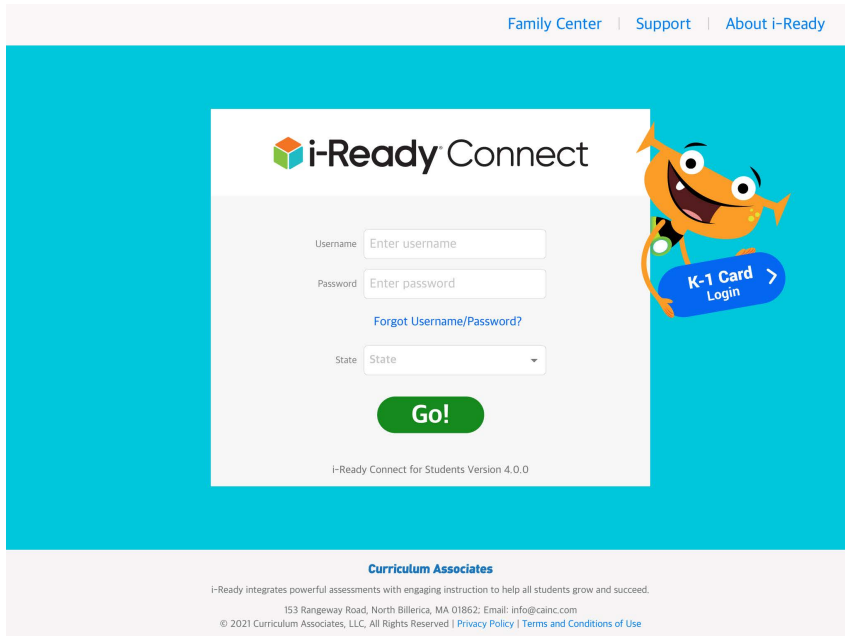
Problem:
You are attempting to access iReady directly through the app on the iPad

Solution:
iReady must be accessed via the Classlink app in order to sign in properly. Find the Classlink icon on your iPad home screen, sign in, and select iReady from the available apps

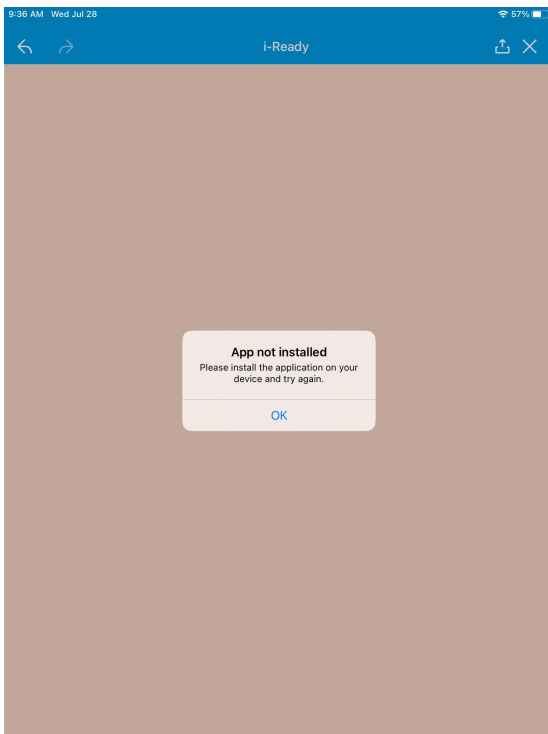Compton Unified School District ITD Help Desk - (310) 639-4321 x55194

Important: Please ensure that you are accessing iReady using the Classlink iPad App, and not through a web browser such as Safari or Chrome

Choose a subject

Reading   Math

If you see this screen, you are ready to go!

If you see this screen:

App not installed
Please install the application on your device and try again.

OK

Problem:
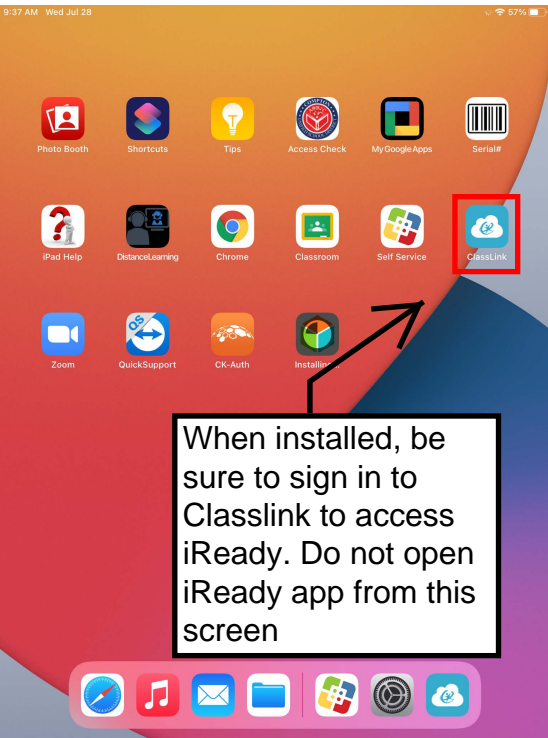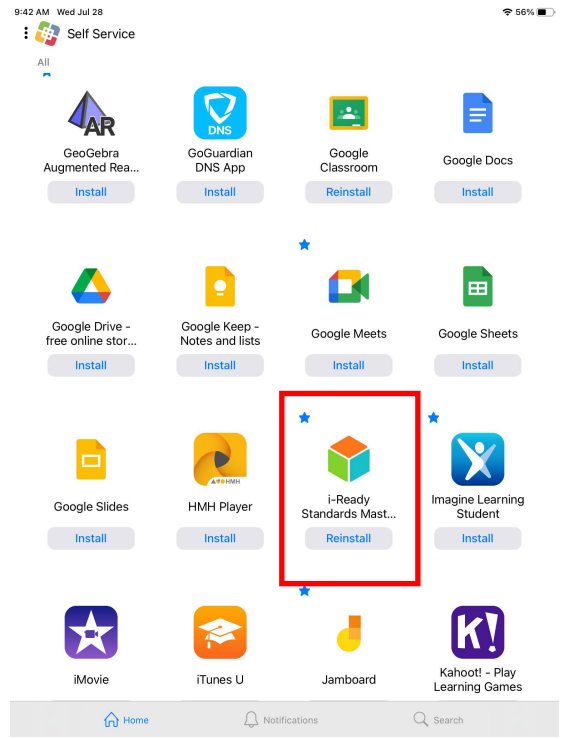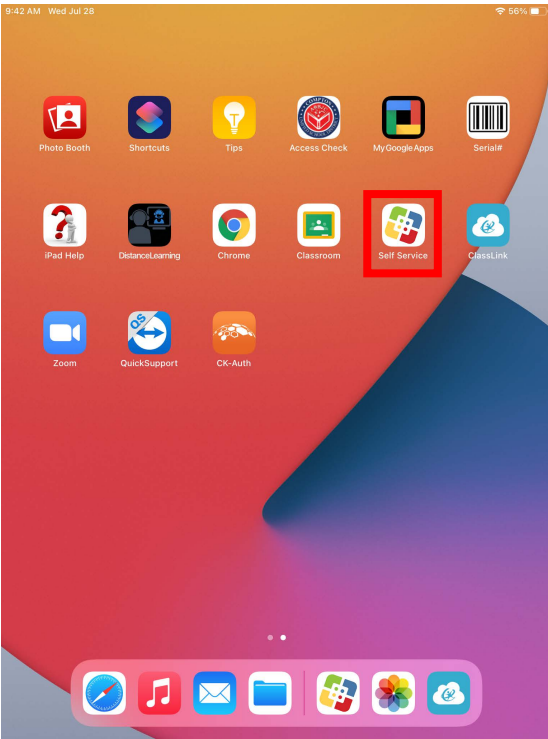The iReady Standards Mastery app is not currently installed on your device

Solution:
Use Self Service to install the iReady app to your District-provided iPad

Tip: If using a personally-owned iPad, the app will instead need be installed through the App Store with your Apple ID

When installed, be sure to sign in to Classlink to access iReady. Do not open iReady app from this screen

Other Useful Tips:

- iReady is a web-based platform so be sure to find a reliable Internet connection to avoid interruptions.

- For best performance, make sure that your iPad iOS is fully updated. Go to Settings > General, then tap Software Update. Be sure to plug in your device during the update.

- The ITD Helpdesk is available to answer any questions you may have. Please call us at Extension x55194 from 7:30am - 3:30pm during normal operating days.