

Keiki iPad Tips

Weekly tips are based on the most frequent calls in to ‘Ohana Help Desk for the week. Please share these tips with your ‘ohana.



Please supervise keiki when entering in their passcode. Too many wrong attempts may lead to being locked out or disabling of the iPad. Please see your child’s kumu if you forgot your keiki log in code.



If prompted to “update” an app, please go to the Self Service icon, select the app by pressing on “reinstall”. Wait for the app to finish updating, then refresh the iPad screen by closing out the apps.



Please DO NOT use keiki KS email to sign on to any of the apps or on to iTunes



Please contact ‘Ohana Help Desk for any technical assistance at (808) 842-8822 Monday through Friday 7:30AM-4:30PM (Except for school holidays).