

HOW TO CHECK & UPDATE IPAD IOS VERSION

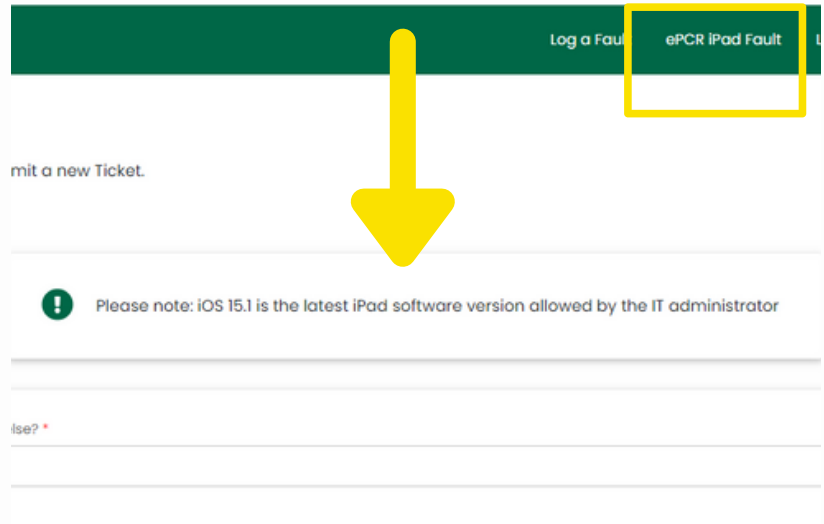


1. Check Admin approved iOS version

Go to
<https://eastamb.haloitsm.com/portal>

Then tap 'ePCR iPad Fault' found along the top menu.

You will see a notice advising the latest admin approved version of iOS.



2. Tap iPad Settings

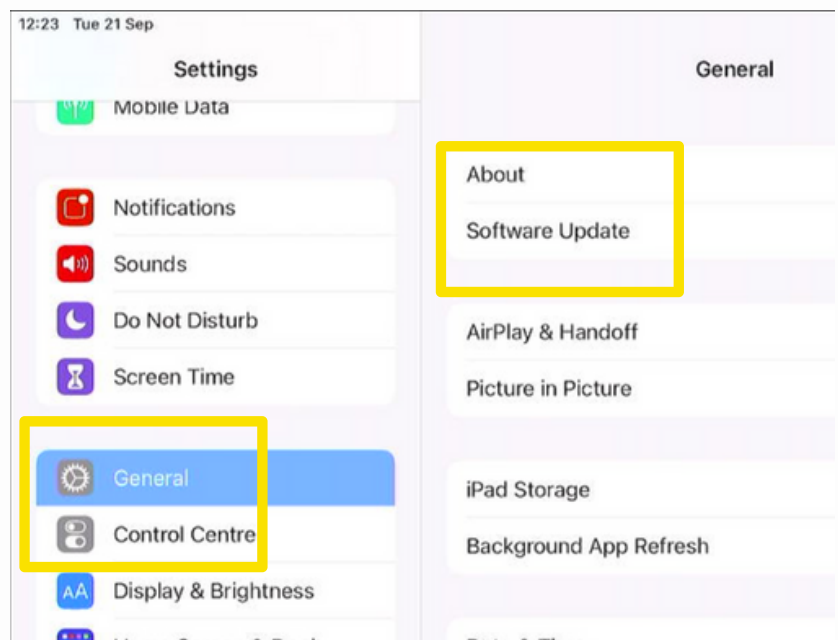
Tap the Settings gear icon on the iPad.



3. Tap General

Now scroll down the left hand side until you find General and tap to select.

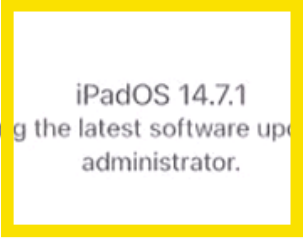
Next, tap Software Update to see which version of iOS is installed on your device.



4. Tap Software Update

The iOS version your device is running will be shown near the top of the screen.

You will see a message if an update allowed by the IT administrator is available to install. Tap Download and Install. Wi-Fi connection is needed.



iPadOS 14.7.1
Your iPad is running the latest software update allowed by your administrator.



Download and Install

This update requires a Wi-Fi network connection

5. Unauthorised Software Available

If you see a message to download a version **not permitted** by the IT administrator - **do NOT tap install**.


Instead contact IT Service desk with your asset number found on the blue sticker on the back of the device.

Online:

<https://eastamb.haloitsm.com/portal/>

Call: 0345 601 2509 or

01245 444433



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OTHER HINTS & TIPS

Installing a new version of iOS can take awhile. You will need a Wi-Fi connection and a battery with at least 50% charge. For best results, plug in your device.

**ADDITIONAL
RESOURCES**

Apple iPad user guide [HERE](#)

Apple Support YouTube channel [HERE](#)