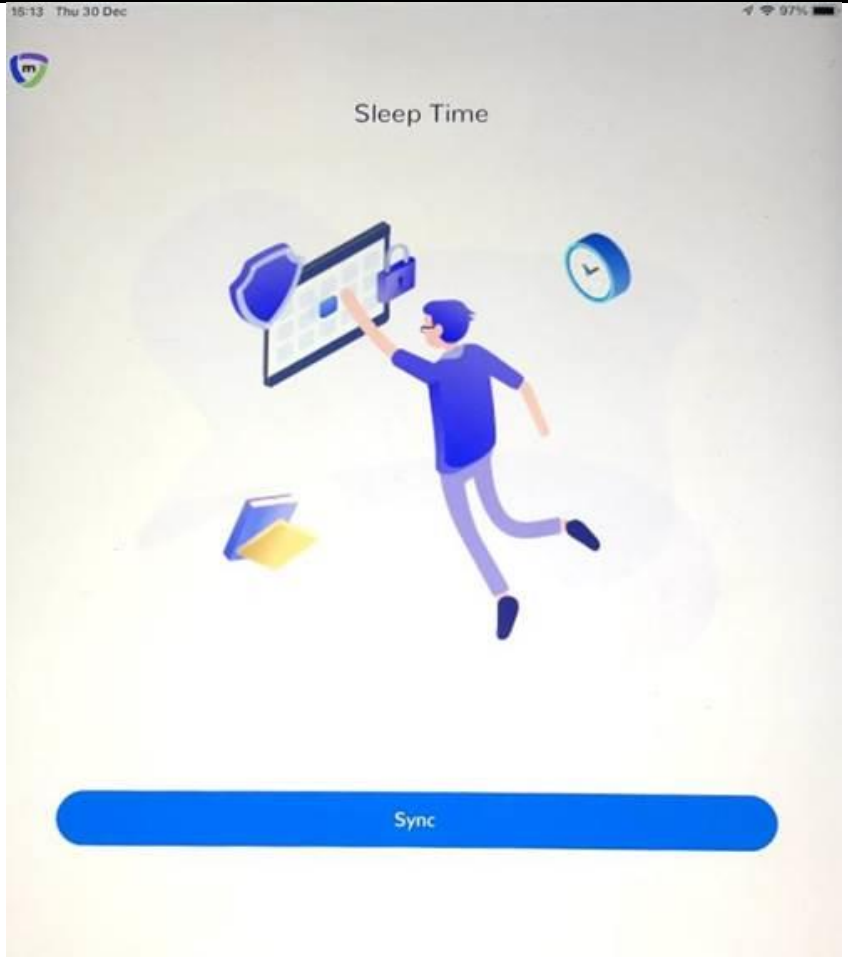
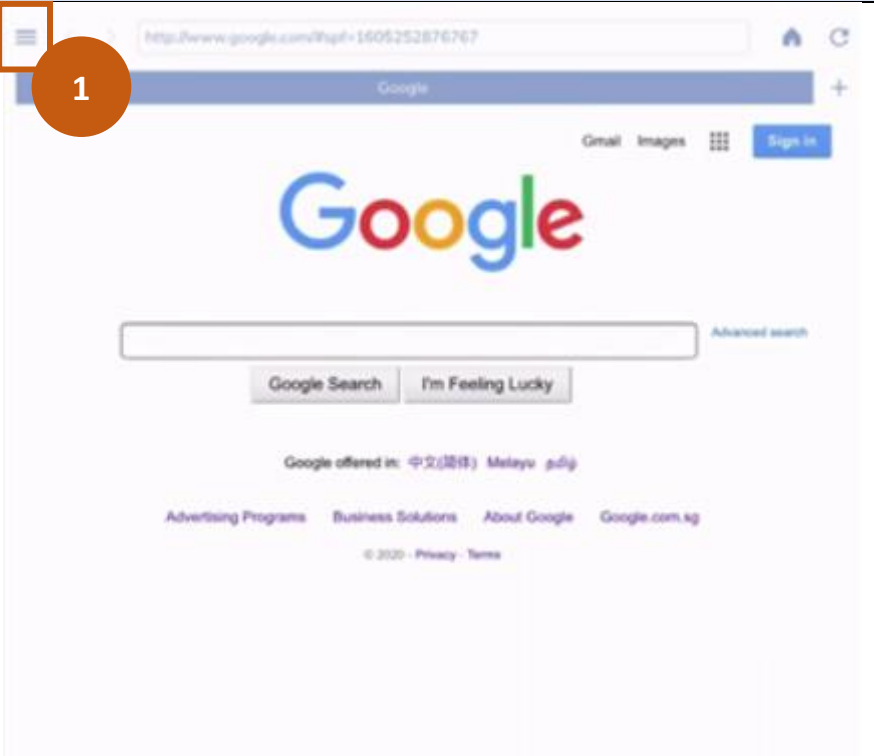


Troubleshooting iPad Profile Switching Issues: Performing a Manual Sync

Scenario 1

Description	Screenshot
<p>If the iPad is in a block screen state (e.g., Sleep time profile) and is unable to switch to the active school hours profile, press the Sync button</p>	 <p>The screenshot shows an iPad screen with a light gray background. At the top, the status bar displays the time '15:13', the date 'Thu 30 Dec', and a battery level of '97%'. Below the status bar, there is a small circular icon with a lowercase 'm'. The main text on the screen reads 'Sleep Time'. Below this text is an illustration of a person in a blue shirt and purple pants running towards the right. The person is holding a tablet that displays a calendar. To the left of the person is a blue folder, and to the right is a blue clock. At the bottom of the screen, there is a large, rounded blue button with the word 'Sync' written in white text.</p>

Scenario 2

Description	Screenshot
<p>If the iPad is not synced to the correct profile, a manual sync can be performed by going to the MG app > menu (icon with three stacked horizontal lines at the top left corner)</p>	
<p>Click About > Sync</p>	