Clearing History and Website Data and Restarting the iPad

When things start to go wrong on your iPad, whether it is not loading surveys or it is giving you error messages you haven't seen before, the first line of defense is to clear the history and website data, and also to restart the iPad. Make sure to save what you can and then follow the instructions below:
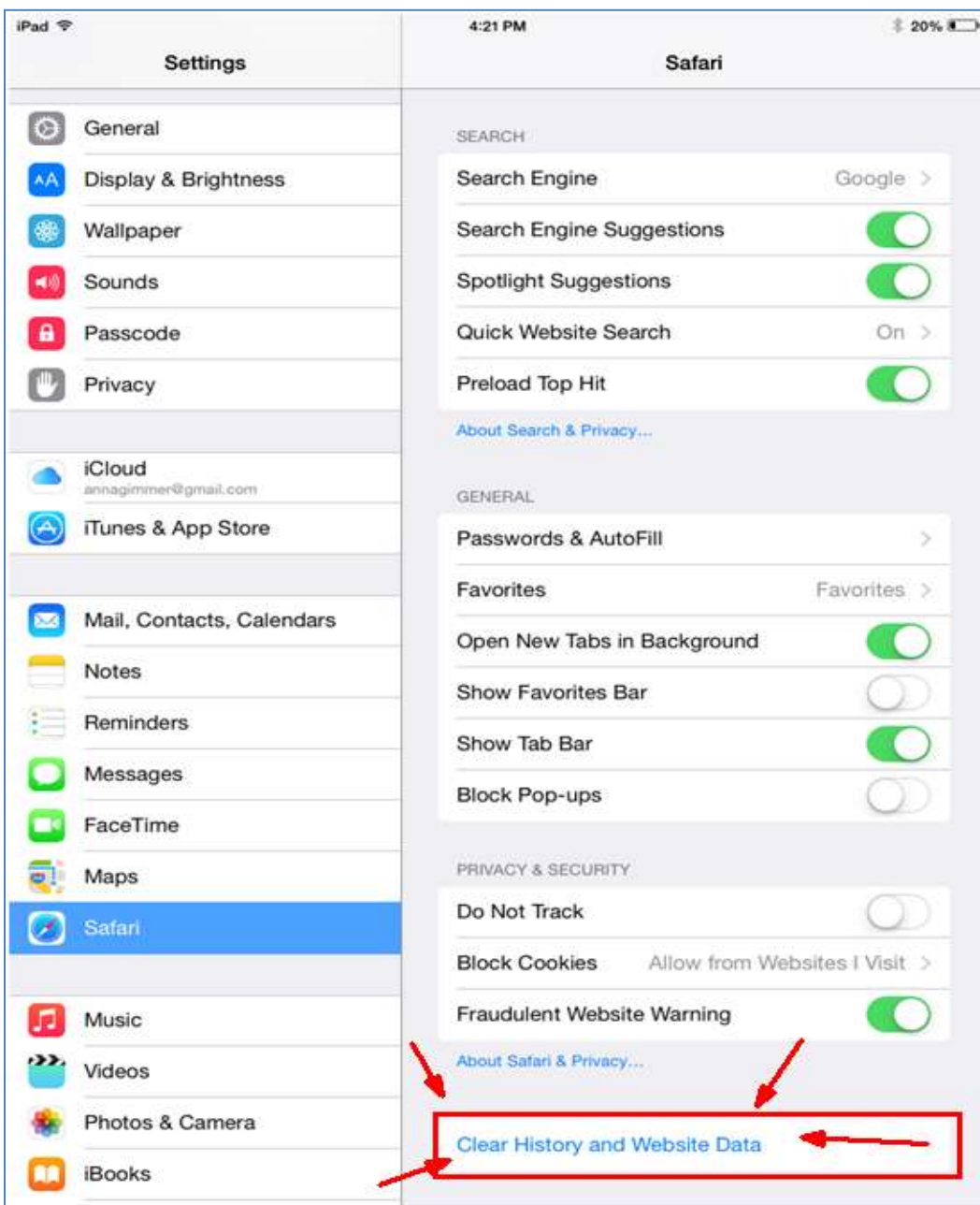
Go to iPad Settings

From the main screen, click on the 'Do Not Use' Folder. Then move the screen to the right and select 'Settings' (Pictured to the right)
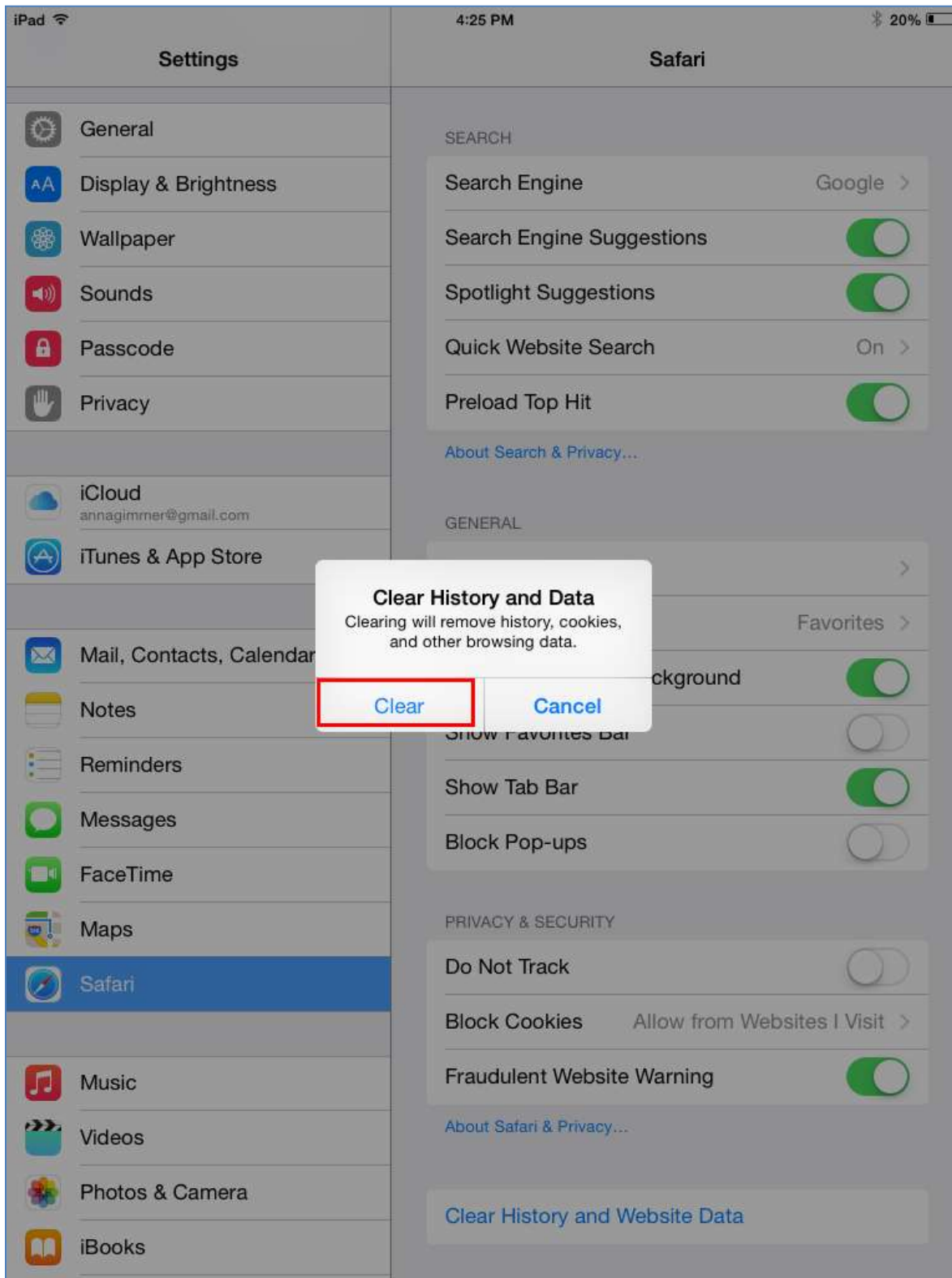
Clear the Cache

Select the option labeled 'Safari' and click on 'Clear History and Website Data'. (Below)

A pop up message will appear to confirm your choice.

Click Clear to proceed.

Restart The iPad

Simply press the Wake (aka Power) and Home button at the same time and hold until the Apple logo appears.