Forgotten iPad Password

Unfortunately the password is there to stop others accessing your information, so it is not easy to remove if you have forgot it!. Below are some steps to try if you have forgotten your password.

1. When you type in your password, check whether it included upper case (capitals) or lower case. To change between cases, tap the "blue arrow up" on your keyboard. You may find that the 1st letter of your password was a capital letter.

2. If you have backed-up/synced your iPad to iTunes, you can restore your iPad to a previous backup when it didn't have the new password. To do this:

   a. plug your iPad into your computer
   b. open iTunes
   c. right click on the iPad (left hand side within iTunes, under devices) and select Restore from Backup
   d. Follow the prompts.
This should restore your iPad to a time when you had your original or no password without deleting any of your documents etc. Once complete you should be able to access your iPad with your original password.

**NOTE:** If you have not backed up your iPad in iTunes, then you cannot do this.

3. Full reset, which means you will lose all documents etc you have created. Any Apps you have purchased will be available to you as they are linked to your iTunes account username and password. Check out: [http://support.apple.com/kb/ht1414](http://support.apple.com/kb/ht1414) For more info on how to do this.

4. If all else fails you will need to do follow the below steps from: [http://support.apple.com/kb/HT1808](http://support.apple.com/kb/HT1808)

**Note:** This will return the iPad back to factory settings.

Use the following steps to place your device into recovery mode.

a. Disconnect the USB cable from the iPad, but leave the other end of the cable connected to your computer’s USB port.

b. Turn off the device: press and hold the Sleep/Wake button for a few seconds until the red slider appears, then slide the slider. Wait for the the iPad to turn off.

**Note:** If you cannot turn off the device using the slider, press and hold the Sleep/Wake and Home buttons at the same time. When the device turns off, release the Sleep/Wake and Home buttons.

c. While pressing and holding the Home button, reconnect the USB cable to iPad. When you reconnect the USB cable to iPad, the device should power on.

**Note:** If you see the screen pictured below, let the device charge for at least ten minutes to ensure the battery has some charge and then start with step 2 again.
d. Continue holding the Home button until you see the "Connect to iTunes" screen. When this screen appears you can release the Home button:

e. If necessary, open iTunes. You should see the following "recovery mode" alert:
f. Use iTunes to restore the device.

5. If you don't see the "Connect to iTunes" screen, try these steps again. If you see the "Connect to iTunes" screen but the device does not appear in iTunes, see this article and its related links.

Note: When using recovery mode, you can only restore the device. All user content on the device will be erased, but if you had previously synced with iTunes on this computer, you can restore from a previous backup. See this article for more information.

Adapted from Redlands College