

iPad difficulties using Nessy Reading & Spelling

1. Problems can be caused by a lack of processing power or device memory.

Can you please make sure that you have closed down all other apps that may be running in the background. There are two ways to do this:

Double tap the Home button and swipe up all the screens you see in the background to close them.

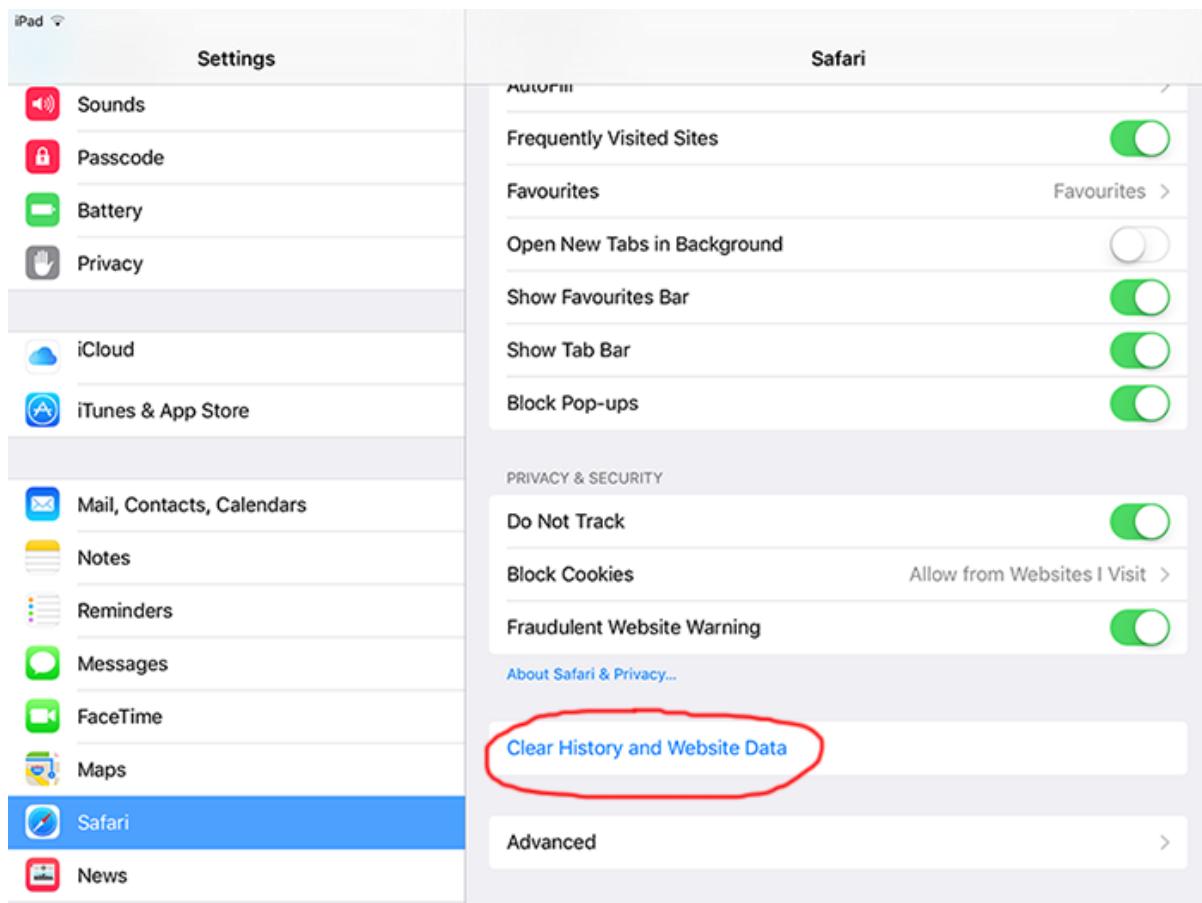
or

Hold down the side sleep button for 5 seconds until the device closes down. Press and hold the sleep button again to turn it back on.

2. Make sure the iPad is up-to-date and using the latest version of Safari. Using older versions of Safari can cause problems.

Go to Settings/General/About/Version 9.2

3. Clear out old browsing data from Safari under Settings.



4. Make sure you are logging in from nessy.com and not using a Home screen icon as a shortcut.