# Resetting iPad

Fixing an iPad Password or passcode... a major action as fully resetting your iPad may be required. This is not handled by school IT support. This is because of the risks involved of deleting any of your personal information and due to Privacy and Security policies.

To assist, the following help article from Apple's support website describes what to do when you can't access an iPad requiring a passcode.

**If you forgot your iPad passcode, use your Mac or PC to reset it**

This next help article describes how to fully erase and restore an iPad to Factory Settings.

**Restore your iPad in iTunes for PC - iTunes User guide**

**Other support options**
Your options for support in this case are—

1. Online. Get Apple Support for your iPad at Apple's website here—

   https://www.apple.com/au/support/ipad/
   (Tip: search for 'passcode' or 'reset iPad')

2. Visit an Apple Retail Store. The closest store is in Westfield Chermside Shopping Centre.
   You can pre-book a Genius Bar appointment here—

   https://www.apple.com/au/retail/geniusbar/

3. Call Apple Support on 133-622 for free support, saying "Technical Support" when prompted.